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THE WORK OF A FAMILY WELFARE AGENCY IN INVESTIGATIONS FOR SELECTIVE SERVICE BOARDS WHERE DEFERMENT IS REQUESTED BECAUSE OF FAMILY PROBLEMS

A THESIS

Submitted by

Betty Birmingham Moorehead

(A.B., James Millikin University, 1942)

In partial fulfilment of requirements for
the degree of Master of Science in Social Service

1944

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CHAPTER I.

INTRODUCTION TO THE SUBJECT.

The war reaches into the depth of family life, creating, aggravating and unearthing many problems. One of the major areas in which this is true is in the selective service system, our way of deciding who is to serve in the armed forces and who is to remain on the home front. Because it is not to be a blind selection, but a consideration of individual capabilities and needs, the government has made provision for the deferment of men whose induction would cause undue hardship. There are of course, other grounds for deferment, such as health, employment, and inability to fit into the military program because of unsuitable personality traits. In determining whether a deferment should be granted, the local boards are instructed to use all available material in assuring that a fair decision is reached. So it is that where employment is concerned, the employer is reached; in questions of health, the doctor; in questions of suitable personality institutional records or police files; and in the case of family problems social workers are asked to lend their services as people qualified by special training and experience to understand these problems.

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This relationship between the national selective

service system and the community social agencies brings forth many things worthy of study.

First, the investigations of the requests bring to light the basic needs and problems of the families in the community; secondly, the use which the draft boards make of the offered services of the agency seems to be some indication of the place social work has in the minds of those of influence in the community; and lastly, the significance of this new field for social work in the development of techniques, the broadening of the area of contact with the community, and interpreting the services social work has to offer.

This relationship exists in some degree in every community where there is an organized social agency. The relationship may vary from one of mutual ignorance or lack of interest, to a close cooperation. It may vary between boards and agencies in the same community.

This study is limited to the area of Lawrence, Massachusetts, and the conclusions are held only to this area. However some material is drawn in from other areas as background and comparison. Likewise this may present material applicable to other areas, as part of the slowly gathering material in the study of this new step in social work; investigations in service to the local draft boards.

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The data used in this study is obtained from the

statistical records of the two Lawrence agencies now giving service to the local boards. The case records are from the files of the Lawrence City Mission, Family Welfare Agency. The other agency is the Catholic Charities Center.

In order to give some background to this study of the local situation such material as is available has been read. There is very little published in this field. Most of the material is in the form of pamphlets and bulletins from the National Selective Service Office, the Family Welfare Association of America, and from periodicals. Some of the standard works on case work give background for the study of techniques. In order that the thinking on the subject be widened, and the local picture gain some perspective in relationship to experience in other places, letters were sent to those in other Family Welfare Associations in Massachusetts asking their experience.

The procedure of the study will be first to present the relationship of the Selective Service System to the Lawrence social agencies as it was conceived by those who created it. Then follows a statistical survey of the cases referred in Lawrence during the period from March 14th, 1941, when the relationship was established, to January 1st, 1944. Moving from a study of the set-up of the system nationally and locally, there follows a consideration of the entrance of social work into a new field, taking up the case work techniques, and the significance of this new step in the in-

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terpretation of social work in the community, together with the contribution of this opportunity for service, to the future of all social work. This leads to a survey of the whole group of seventy-four cases investigated by the Lawrence City Mission for Local Board Eighty, followed by an analysis of selected cases, to further clarify the problems revealed and the techniques used in the brief contact service.

It had been hoped that the statistics would be available from the draft boards to show the number of those in each board, the number who requested deferment, the distribution of these requests among the different reasons for deferment, and the number of those requesting deferment because of family problems who were referred to social agencies. However, because of a ruling of the National Selective Service System local boards are not allowed to reveal these figures. Therefore the role that social service is playing in the community selective service cannot be made quite as clear as if the figures were available.

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CHAPTER II

THE SELECTIVE SERVICE SYSTEM AS IT INVOLVES SOCIAL WORK

The tremendous size of the task confronting the Selective Service System can easily be appreciated. The purpose of the system, as quoted from the regulations, is

> to secure an orderly, just and democratic method whereby the military manpower of the United States may be made available for training and service in the land and naval forces of the United States; as provided by Congress, with the least possible disruption of the social and economic life of the nation.[1]

The selective service process consists of three steps, registration, classification and selection, and delivery for induction. It is with the second step that social work enters. In discussing this subject one of the bulletins of the Family Welfare Association of America points out that the procedures laid down by the Selective Service for the investigation of dependency claims "represent a genuine social advance over previous methods of inducting men into service."[2] Two major reasons why this is true are the broad definition of "dependency" and the recognition that the investigation of such claim requires the sort of experience and equipment which

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1 Selective Service Regulations, Vol.1, Section 1, Paragraph 101.

2 Family Welfare Association of America, Blue Bulletin 28.

social workers possess." [3]

The actual provisions of the Selective Service Act are as follows:

> The local board should determine all questions of Class III deferment with sympathetic regard for the registrant and his dependents. Any reasonable doubts in connection with dependency should be resolved in favor of deferment, and in doubtful cases the local board should be mindful of injuries which may be expected to result from separating a father from his children, or a husband from his wife. The maintainance of the family as a unit is of importance to national well being.[4]
>
> The local board may avail itself of the assistance of State or local welfare agencies for information on doubtful matters concerning dependency. The local board may request such agencies to assign an agent to it for this purpose.[5]

As time went on and other problems also came to the fore, the Medical Survey was set up in order to eliminate more effectively those with mental conditions of disqualifying nature. The United States Veterans Bureau figures that each neuropsychiatric casualty of the last war has cost $30,000.00 so far.

> This takes no account of the loss of time in training each individual, the loss in equipment, and the lowered efficiency of his mil unit. Neither does it include the loss in human values to the individual.[6] So it is apparent that screening pays.

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3 Ibid

4 Selective Service Regulations, Volume 3, Section XXIII, Paragraph 354b.

5 Ibid Paragraph 354d.

6 Jane M. Cunningham, M.D. A Stitch In Time, Survey Midmonthly, October 1943.

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The actual provisions of the Selective Service Act are as follows:

> The local board should determine all questions of fitness for deferment with sympathetic regard for the registrant and his dependents. Any reasonable doubts in connection with dependency should be resolved in favor of deferment, and in doubtful cases the local board should be mindful of injuries which may be expected to result from separating a father from his children, or a husband from his wife. The maintenance of the family as a unit is of importance to national well being.4
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3 Ibid

4 Selective Service Regulations, Volume 3, Section XXIII, Paragraph 3(d).

5 Ibid Paragraph 3(e).

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It was felt that medical and social histories could help in doing this, and medical field agents were to be appointed by the state director for each board. These medical field agents were to be persons qualified for the work by education or occupation in social or health work. The Family Welfare Association of America, in studying this new set-up felt that the fact that case workers were being asked to contribute their skill was a recognition of the values of social work, and that it provides agencies with an important opportunity for a fundamental contribution to the important work of classification. The Association also brought out the point that this plan had significance not only for the present, but also for the period after the war, since the selective service has special responsibility for discharged men.[7]

This medical survey plan, however, provided that a state might request permission to continue using an established medical survey program, and in Massachusetts this request was made and granted.[8] In the Massachusetts plan the inquiry comes direct from the induction center to any agency having registered the name of the draftee with the social ser-

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7 Family Welfare Association of America, Blue Bulletin #D-5, November 12, 1943.

8 Office for Emergency Management, War Manpower Commission, Selective Service System, Medical Circular #4, October 18, 1943, Part 1, 3, page 4.

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vice exchange. As may be judged from this, the value of social work records is generally accepted by those working out the over all plans, and it is suggested that this close cooperation be followed through on the local levels. But in Massachusetts the plan in operation does not bring a close relationship between the local agencies and draft boards, and merely consists of a written request for record summary. Because of this, the medical survey plan will not be included in this study.

However, although the medical survey plan has not brought forth a great deal that seems of significance to the local situation, the regular service of classification has continued to call on agency services since 1941. The selective service regulations assume that public agencies will usually be the first to be called upon.

The area of responsibility is quite clear from the selective service regulations, and the Family Welfare Association in its study reiterates the importance of realizing that the agency worker makes contacts as the representative of the draft board, and assumes no responsibility for expressing opinions or making decisions regarding the individual dependency. The reports are open to the inspection of the registrant and the public.

The National Headquarters of the Selective Service System has taken interest in another phase of cooperation with local social agencies which should be noted in this study as

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a related phase, but which will not be considered in the details of its set-up, results or significance. Here again the cooperation on the executive national level is shown. Time is yet needed to show whether or not it will filter down in active form to the local community. This particular phase is that of referral of the draftee to the appropriate local agency for their services when a problem is revealed in the process of classification. The letter which follows is a copy of that sent out from the National Headquarters of the Selective System to all State Directors.

Memorandum To All State Directors

Subject: Welfare Agencies

National governmental and private agencies are cooperating in a proposal initially made by the Family Welfare Association of America. Under this plan local social welfare and health agencies are being asked to publicise the services they offer, and to act jointly in selecting a person or persons to whom local boards may refer men desiring information on where to go for help on family or personal problems.

There is no question but that the services offered by these agencies can be of great benefit and assistance, and it is expected that if local boards inform their registrants about them many registrants will avail themselves of the services and will derive great benefit therefrom.

In order not to intrude into the private affairs of the registrants, and in order not to violate the provisions of the Regulations prohibiting the disclosure of confidential information, it is believed that local boards should confine their activities in this respect to merely acquainting their registrants with the available services, leaving it entirely up to the particular registrants to determine whether or not they desire to avail themselves of the aid and assistance offered by these agencies.

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Deputy Director.

With this insight into the basic relationships on both national and local levels between the Selective Service System and social work, which has included two phases not to be further studied, we will proceed to the actual relationship which exists in Lawrence, in the major phase of dependency investigation service.

The city of Lawrence is divided into three Selective Service Boards, 79, 80 and 81. It had been hoped that statistical data from these boards would give a picture of the percentage of cases in which service of a social agency was used, so that a clearer picture would be gained of the relationship. However, these figures could not be released by the boards because of a national ruling. The only figure on the number of men is that of the 1940 census, which gives 41, 555 men in the city. Of these about 20,269 are of draft age; nearest census figures giving it for the age range fifteen to forty-four. Against this background the figure of 178 cases referred to agencies for investigation because of dependency claims seems very small. However, its significance cannot be understood without the unavailable figure of the number of men requesting deferment because of family problems. Also, there is no way of knowing how many of the approximately 20,269 men have been classified during this period from March 14, 1941, to January 1, 1944.

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Only two Lawrence agencies have received requests to

make the investigations, the Catholic Charities Center and the Lawrence City Mission. The investigations have been distributed as follows:

TABLE I

DISTRIBUTION OF INVESTIGATIONS FOR THE DRAFT BOARD BETWEEN THE LAWRENCE AGENCIES

Agency	Board 79	80	81
Lawrence City Mission	6	74	-
Catholic Charities Center	-	98	-

The Department of Public Welfare has received no requests from the boards for investigations, but has assumed the responsibility of notifying the boards when men of draft age come to the notice of the department because of neglect to support their families without reasonable cause.

The Lawrence City Mission, following the recomenndation of its national organization, sent the following letter to the chairmen of the local boards in order to acquaint them with the willingness of the agency to give this service:

Chairman Draft Board #-
Lawrence, Mass.

We have been notified by our national organization (National Family Welfare) that clause 354d, Section XXIII, Vol.3 in the directions to Draft Boards, states

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We have been notified by our national organization (National Family Welfare) that Alexis 3019, Section XXIII, Vol.3 in the directions to Draft Boards, states

that if occasion for doubt arises as to the validity of a draftee's eligibility for deferment for family reasons, local public or private agencies may be asked by a Draft Board to make a report on the home situation.

In pursuance of this suggestion, the Lawrence City Mission is offering the services of its staff to the local Draft Boards for necessary home calls.

We are assuming that this service will probably be needed in only a few cases, so that if you find occasion to use us I am sure that we can work out a simple plan agreeable to both.

Executive Secretary.

To summarize the relationship in Lawrence, it appears that one board has found both agencies' services valuable, and uses them very extensively, while one board uses one agency on rare occasions, and the other board has not used the services of either agency.

CHAPTER III

SOCIAL WORK STEPS INTO A NEW FIELD

A. Background Facts

Trends today seem steep and rapid, and social work, still in the painful and confusing stage of growth, finds open to it so many new opportunities in the war needs of the world that it has hardly had time to stop and analyze their meaning, significance, and value. One of these opportunities, that of service to the draft boards, may be likened to a small door into a large room, with many other rooms leading out of it. The single visit, and the letter telling of it, which comprise the average draft board investigation, may seem small, routine, and unimportant when seen separately, as incidents in the schedules of days very full of the regular services of the agency. But there is much more than this to be seen. Let us look about this place we have entered by the small door. We first find that we have met someone new, someone we might not otherwise have met, and someone who is a stranger to our work. Furthermore, this person and his family are in the midst of a very difficult period in their life, as its normal course is threatened with disruption. Here are opportunities for interpretation and service. To meet these we must examine closely our own concepts, that our interpretation may be clear and meaningful and capable of

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simple explanation; and we must examine our techniques to see if they are usable in this new kind of contact situation. We need to step off and take a look at ourselves as the community sees us - a community full of people who have known little or nothing about us before, and who, we must realize, possess all varieties of prejudices, misconceptions, half-truths, and fairy tales about that peculiar person, a social worker. Thus, being objective, we can easily see that every word we speak, our actions and manners, the impression we make, give a vivid and continuous interpretation to the people we are meeting in this new opportunity for wider contacts. We must ask ourselves if we are prepared for the relentless examination of this close-up. We must see if our techniques are geared to emergency use, to simplification and concentration.

This new service also sets up a new relationship with the leaders and professional men of the community who are serving on the draft boards. The possible fruitfulness of this will be easily recognized by anyone working in a community where there is still much to be hoped for in the way of cooperation with these people.

We have entered into the large room of opportunity, leading to closer, more meaningful contact with the total life of our community; and with this comes the opportunity for study of ourselves, our professional qualities and aims,

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A recent inquiry circulated by the Family Welfare Association of America to 219 public and private member agencies showed wide participation among them in service to the local draft boards. Public agencies tended to get the bulk of the referrals. Participation of the agencies varied from making every investigation needed, or loaning a worker, to accepting an occasional referral of a difficult situation. The Family Welfare Association then made a special study of eighteen agencies of wide experience, which revealed some of the following things. The majority of these agencies were asked by the boards to extend the service of investigation, and the agency did not take the initiative of offering service. The preliminary planning and frequency of contact with the draft boards was less than might have been expected for a new undertaking of this sort. However, the volume of work, the size and character of the community, the number of draft boards being served, and the number of workers making investigations made for much variation. Some agencies developed regular consultations with the boards, both on individual cases and general plans. The draft boards were felt to be appreciative of the service.[1]

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1 Family Welfare Association of America, Blue Bulletin, B-1, October 17, 1941

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In order to study the problem against a wider background, and to add to the thinking on the subject the experience of others, letters were sent to fourteen Massachusetts members of the Family Welfare Association of America. Replies were received from eleven of them. A copy of the letter sent follows:

Family Welfare Agency -

In choosing the subject for my thesis in completing work for master's degree at Boston University School of Social Work, I have undertaken one on which little has been written, that of service to local draft boards for investigations where deferments have been requested because of family problems. Experience in this is still new, and so I am writing to those in other agencies in Massachusetts who may be having the same type of experience we are having here.

Of course it is still so new that even questions formulated seem inadequate a few weeks later. However, I should like to suggest to you some of the questions I am studying. I would appreciate it very much if you would let me know something of your experience and your thinking regarding these things.

1. How extensively have your draft boards used your service?
2. Do the types of problems you have met in the investigations fall into these general categories? In what distribution?
   - Economic
   - Health
     - Mental
     - Physical
   - Emotional
   - Desire or need to escape military service
3. Do you feel this new service has any significance or value in interpreting the regular services of your agency, and of social work in general?
4. Have you found this gains you an introduction to a group of people not generally touched by social work before?

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   Physical
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   Desire to escape military service
3. Do you feel this new service has any significance or value in interpreting the regular services of your agency, and of social work in general?
4. Have you found this gives you an introduction to a group of people not generally touched by social work before?

5. Have these contacts resulted in any continued service cases in your agency?

These are purely suggestions. If your experience does not seem to encounter this same type of thing, your contribution to my thesis will be wholly as valuable, and stimulating to a wider thinking.

Thank you very much for your attention to this.

The replies to these letters did not show that the local boards in Massachusetts are making much use of the service of the family welfare agencies. Only four of the ten who replied had had requests from their local boards to make investigations. One of the four has discontinued this service because of unfavorable experience, to be discussed later. Three agencies had offered their services to the boards but had had no response at all, while one agency reported that requests for their services were almost negligible. One agency reported that the public welfare department was the only agency in the community used for investigations. Two agencies, while also having contact with the selective service system for dependency investigation, were active in rehabilitation work for rejectees, and several agencies mentioned the inquiries for the induction center which Massachusetts uses in place of the medical survey plan. One agency has a counselling and referral service in connection with the Induction center. In the city of Boston one agency had no contact with the local boards, while another reported extensive use in giving information helpful in classifying individuals with personality problems.

The replies to these letters did not show that the local courts in Massachusetts are making much use of the services of the family welfare agencies. Only four of the ten who replied had referrals from their local courts to make investigations. One of the four has discontinued this service because of unfavorable experience, to be discussed later. Three agencies had offered their services to the courts but had had no response at all, while one agency reported that requests for their services were almost negligible. One agency reported that the public welfare department was the only agency in the community used for investigations. Two agencies, while also having contact with the selective service system for dependency investigation, were active in rehabilitation work for relocatees, and several agencies mentioned the impossible for the induction center which Massachusetts uses in place of the medical survey plan. One agency has a counseling and referral service in connection with the induction center. In the city of Boston one agency had no contact with the local courts, while another reported extensive use in giving information helpful in classifying individuals with personality problems.

A tabular summary, Table 2, may help to give a picture of the participation of family welfare agencies in work of the Selective Service System:

TABLE 2

PARTICIPATION OF FAMILY WELFARE AGENCIES IN MASSACHUSETTS IN SERVICES TO THE SELECTIVE SERVICE SYSTEM

Type of Service	Number of agencies engaged
Dependency investigations only	2
Offering services but receiving no requests	3
Induction Center counselling and referral	1
Multiple service: Rehabilitation and dependency investigation	2
Neither offering nor receiving request for service	3
	11
No reply	3
	14 inquiries sent

Thus, it may be seen that in only fifty per cent of the places from which replies came was there a working relationship with the Selective Service System, and in only two of them was any satisfaction expressed at the degree of cooperation and understanding. It would seem from this that practical application of the suggestions of the Selective Service Regulations have not resulted in wide-spread cooperation of private family agencies and local draft boards.

A tabular summary, Table 3, may help to give a picture of the participation of family welfare agencies in work of the Selective Service System:

TABLE 3

PARTICIPATION OF FAMILY WELFARE AGENCIES IN REHABILITATION IN SERVICE TO THE SELECTIVE SERVICE SYSTEM

Type of Service	Number of agencies engaged
Dependency investigations only	2
Offering services but receiving no requests	3
Induction Center counseling and referral	1
Multiple service: Rehabilitation and dependency investigation	2
Neither offering nor receiving request for service	3
No reply	1
	12 inquiries sent

Thus, it may be seen that in only fifty per cent of the places from which replies came was there a working relationship with the Selective Service System, and in only two of them was any rehabilitation engaged at the degree of cooperation and understanding. It would seem from this that practical application of the suggestions of the Selective Service Regulations have not resulted in wide-spread cooperation of private family agencies and local draft boards.

The experience of Lawrence agencies is similar to this in the relationship with boards 79 ans 81, but the work with board 80 has approached closely that recommended in the regulations. The experience with this one board becomes the basis for study of what is accomplished, what is learned, and what opportunities are found. As will be seen when the problems revealed are studied in greater detail, the conclusions of those whose experience with the boards has been active are similar to those found in the experience in Lawrence.

When the question was answered in the replies from the Massachusetts agencies, it appeared that interpretation of agency work or of social work in general, and opportunity to reach new people has played a small part in the work of these agencies. One agency definitely stated that no such values had been perceived. One agency felt that a group of people of independent economic status were touched, who would not have been reached otherwise. Some continued service cases were noted by three agencies.

An interview was held with the executive of the Lawrence Catholic Charities Center, following the general outline of the letters sent to the Family Welfare Agencies. The experience of that agency closely corresponds with that of the City Mission. It has been shown statistically that the amount of work handled has been about the same, but that this agency had dealt only with draft board 80. The executive felt that this has been a highly important experience for

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the two Lawrence agencies; that however valuable the service has been to the draft boards in gaining information, it has been immeasurably more valuable to the agencies. It has been a challenge to meet a need, and a recognition by the community that social work had something to offer. That the agencies could prove, even to a limited number of people, that they were an asset to the community, was a great step forward. This war period of need has been an opportune time, as it introduces the agency in a time when it may be called upon by its new friends for other services. The Lawrence agencies, so the executive thought, had never before been called upon for such a long-time, growing service to the whole community. She felt that it greatly widened the acquaintanceship of the agency, making many feiends. It had resulted in only three or four continued service cases, but it was felt that much treatment was carried on in the short contacts.

It has been mentioned that this experience is close to that of the Lawrence City Mission, where it has been felt that this was a great opportunity to awaken the community to a realization that an agency, almost as old as the city itself, was alive to the immediate needs of the community, and equipped to serve in this capacity. It has become a way of widening friendships with the laymen of the community, and with its professional leaders. The study of the cases reveals that of the seventy-four cases, thirty-three had previously been known to some social agency. Forty-three diff-

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erent agencies were shown to have been active at one time or another with these families. There were eighteen agencies currently active with the families. Sixteen of the four had been previously known to the City Mission, and of these, five were currently active. This indicates that the majority were new contacts for social work, and that eighty per cent were new contacts for the City Mission. In a summary and classification of the types of relationships established in these investigations from the point of view of the agency worker, a more or less successful interpretative and introductory contact was felt in fifty cases. This was the friend-making process so important to any community project. Table 3 reveals the distribution of the contacts:

TABLE 3

TYPES OF RELATIONSHIPS ESTABLISHED IN THE INTERVIEWS IN INVESTIGATIONS FOR LOCAL DRAFT BOARDS

Type of Relationship	Number of cases
Introductory, Interpretative	50
Renewal of old contact	16
Service Relationship Established and currently used	3
Treatment accomplished in interview	1
Rejection of service	3
Opportunity not followed through	1
	74

great agencies were shown to have been active at one time or another with these families. There were eighteen agencies currently active with the families. Sixteen of the four had been previously known to the City Mission, and of these, five were currently active. This indicates that the majority were new contacts for social work, and that slightly less than were new contacts for the City Mission. In a summary and classification of the types of relationships established in these investigations from the point of view of the agency worker, a more or less successful interpretative and introductory contact was felt in fifty cases. This was the friendmaking process so important to any community project. Table 3 reveals the distribution of the contacts:

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TYPES OF RELATIONSHIPS ESTABLISHED IN THE INTERVIEWS IN INVESTIGATIONS FOR LOCAL, EMPLOY BOARDS

Type of Relationship	Number of cases
Introductory, Interpretative	30
Renewal of old contact	18
Service Relationship Established and currently used	5
Treatment accomplished in interview	1
Rejection of service	3
Opportunity not followed through	1
	74

The renewal of old contacts frequently resolved itself into introducing to the second generation an influence the family had known when that generation was small. Often, too, it was an introduction to a family that had known the City Mission as a relief agency only, and giving them an understanding of the additional services available, although they had no longer needed economic help.

In three of the cases, the appearance of the available service at a time of family crisis was immediately grasped by the family, and there was continued service. In one case it was felt that treatment was accomplished during the single interview, because the thorough discussion of the problem which took place, with the added value of the objectivity and perspective the worker was able to contribute was sufficient to re-establish the client in the position of dealing adequately and independently with his problem. In many cases it was felt that by clarifying through discussion the problems, the alternatives, and adjustments which might be called for, the client was helped to face the reality situation, whereas before he had been attempting to side-step it, hoping to avoid it altogether. If this were done carefully and with the attempt, not to overwhelm the client with possible difficulties, but to stimulate his own thinking about resources, and suggesting some on which he might call, the worker could consider the interview a true short contact

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treatment situation. This will be further discussed in considering the case work process.

The case worker has usually to make peace with the fact that resistance and rejection of service will be met in any type of case work. In this type of situation it is not at all surprising, because of the tremendous amount of resistance there is in some families to the idea of one of its members entering military service. The worker, however careful her preparation for meeting such a problem, and however polished her ability in interpreting her role, and the reality situation, is aware of the adamant refusal of the client to accept or adjust to the demands of the situation. The feeling is often expressed at such a time that they have suffered all they can, have given all they can, and they will not do more.

As a worker surveys her cases, there is seldom a time when no opportunities come to light that have been passed by. In such a service as this one, where the single interview must really count, and yet where there is a pressure of time in a crowded schedule, it is not surprising to find such an overlooked opportunity. Closer study and knowledge of the cases would probably reveal more.

It should be mentioned, before leaving this brief survey of the types of relationships established in the interviews, that no records are kept of the contacts aside

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B. TECHNIQUES AND VALUES

The case work process in the brief contact has, of course, a great deal in common with that in continued service. But it seems to call for a rapid mobilization of skills and resources. There is the search for strengths, when frequently all that the client can discern are weaknesses. This is particularly true in the interviews with families in dependency investigations. They have often resolved their problem by eliminating possibility of any solution other than the deferment of the draftee, either because they failed to recognize resources or because of resistance to a great readjustment in their way of life. So this skill of revealing strengths is of prime importance in the short contact. It also invites the client to try these strengths out and to continue in independent handling of his life. Since the majority of those contacted in these investigations

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have appeared to do this, and express the desire to continue without leaning on help from an agency, this stimulation of use of existing strengths is especially applicable to this group.

Many social agencies have made the step toward a type of consultation service on a higher level of economic income and social status for this new clientele which has not in the past had much, if any, contact with social agencies. This would largely be a time-limited service, just as is the draft board investigation. That this investigation may serve as introduction into this group is one of the factors which makes this opportunity an important one for the agencies. The draft board investigation, when considered not as an errand, but as a social contact of importance, has much in common with consultation service. This is a challenge to our case work skills, and stimulates our analysis of them. Robert S. Wilson's book has been a stimulating guide to thinking on this subject. [2] His tentative definition considers the short contact to be characterized "by an approach which differentiates between a single problem or segment of the client's situation which needs to be treated quickly and the problems which do not bear on the situation at hand."[3]

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2 Robert S. Wilson, The Short Contact in Social Case Work

3 Ibid., p.26

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Many social agencies have made the step toward a type of consultation service on a higher level of economic income and social status for this new clientele which has not in the past had much, if any, contact with social agencies. This would largely be a time-limited service, just as is the first board investigation. That this investigation may serve as introduction into this group is one of the factors which makes this opportunity an important one for the agencies. The first board investigation, when considered not as an errand, but as a social contact of importance, has much in common with consultation service. This is a challenge to our case work skills, and stimulates our analysis of them. Robert S. Wilson's book has been a stimulating guide to thinking on this subject.[2] His tentative definition considers the short contact to be characterized "by an approach which differentiates between a single problem or segment of the client's situation which needs to be treated quickly and the problems which do not bear on the situation at hand."[3]

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2 Robert S. Wilson, *The Short Contact in Social Case Work*

3 Ibid., p.34

The goals of treatment and the worker's approach take this time limitation into account. It may be questioned why, in this draft board investigation the social worker should have any treatment goals- after all, the worker is making the call for the purpose of giving information to the draft board that will be helpful in classification. But considered in the broader sense, because of the crisis period in the life of the family, the interview cannot avoid having a great deal of meaning. Therefore it seems that the worker is justified in considering as her goal bringing some value and positive reaction into the interview, and considering whether the conduct of the interview has left the family better able to face the situation or not. The client, at this time, is interested in the present and the immediate future. It is with these periods the investigation is likewise primarily interested, although it takes some account of long-time planning for the family. The discussion of this time area is of value to the client if the worker can inject some objectivity in considering the possibilities and the factors involved. Wilson quotes Doctor Herbert Chamberlain's discussion which brought out that one of the salient virtues of the short contact was the enlistment of the client's participation.[4] This is unquestionably true in the draft board investigation, where from the first step the responsibility

4 Ibid.,p.43

The goals of treatment and the worker's approach take this time limitation into account. It may be questioned why, in this draft board investigation the social worker should have any treatment goals- after all, the worker is making the visit for the purpose of giving information to the draft board that will be helpful in classification. But considered in the broader sense, because of the crisis period in the life of the family, the interview cannot avoid having a great deal of meaning. Therefore it seems that the worker is justified in considering as her goal bringing some value and positive reaction into the interview, and considering whether the conduct of the interview has left the family better able to face the situation or not. The client, at this time, is interested in the present and the immediate future. It is with these periods the investigation is likewise primarily interested, although it takes more account of long-time planning for the family. The discussion of this time area is of value to the client if the worker can instead more objectively in considering the possibilities and the forces involves. Allen quotes Doctor Herbert Greenfield's discussion which brought out that one of the salient virtues of the short contact was the enlistment of the client's participation.[4] This is unquestionably true in the draft board investigation, where from the first step the responsibility

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4 Ibid., p. 45

is made clear to the client, and he actively participates in the presentation of the problem and the consideration of possible solutions.

The simplification of treatment process necessary in the short contact demands concentration of every bit of case work skill. Wilson feels that the title "short contact" is used to dignify many things which are not really case work relationships at all. Two essential things are necessary, he believes; there must be definite treatment goals defined, and there must be social inter-action. Draft board investigations, considered fully, do qualify. The treatment goal seems basically to be to bring an awareness to the client of the reality situation, and to stimulate an attempt to adjust to it. The social interaction cannot be denied, because of the depth and intimacy of the family problems into which the worker must enter. A positive relationship must be established in the opening of the interview in order to accomplish this.

Several of the other values of the short contact[5] which are present in the draft board investigation should be mentioned. Respect is shown for the client's problem and his personality by the desire of the board, shown in the person of the worker, to listen to his story. The worker ex-

5 Ibid., P.59,60

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9 Ibid., p.32.

presses encouragement to the client who is attempting to face the problem, and helps to clarify it by thorough discussion of the difficulties and possibilities. Some new resources may be suggested by the worker, which give the client new hope, opening up new approaches to the solution. The client may sense some relief from sharing the burden of his problem with the worker, who shows understanding and sympathy, and by a light touch, or by giving perspective, may lessen its impact. Good will may be built toward the agency, or social work in general, which may prepare for later use, if required, of such services.

Elements commom to draft board interviews and short contacts in general have been discussed. There is one phase which is different in the draft board interview, which is of interest. The routines of history taking and fact finding are subordinated in the usual case work relationship. In the draft board interview this routine process, instead of being subordinated, becomes the skeleton of the relationship, and a definite tool of treatment. It is a basis for understanding by the client of the function of the worker. The explanation of it is the foundation of the relationship, and the skill in doing this largely determines the success of the relationship. The use of this routine forms the pathway along which the interview travels, not rigid and unyielding, but a guide which develops with reasons for each step. If

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the worker makes these reasons simple and clear, and waits for the client to accept and understand them, the value of the history-taking procedure is used. It becomes not a painful prying which embarrases the worker and makes the client resentful, but an unfolding of the situation which both client and worker are attempting to understand, in aiding the board to see the whole picture in making its decision.

In addition to this variation of factors common to short contacts and draft board interviews, there is one phase which is quite distinctly different. That is, the usual family welfare case comes to the agency at the request of the client. These interviews come at the request of the draft board, and frequently are a complete surprise to the client. This fact must be fully considered as the worker prepares for the interview. It necessitates a careful, clear and simple introduction by the worker at the moment of meeting the client. The worker must consider the meaning the visit may have. It may suddenly and inescapably face the client with something he has escaped by refusing to face it before. The draftee may have protected the family from facing it by taking entire responsibility, and it may come as a shock and surprise. Example of this was the wife who was in very delicate physical condition after the birth of a baby. The draftee had not revealed to her that he had been called for classification, and had applied for deferment. Although she had

the worker makes these reasons simple and clear, and waits for the client to accept and understand them. The value of the history-taking procedure is used. It becomes not a painful prying which embarrasses the worker and makes the client resentful, but an unfolding of the situation which both client and worker are attempting to understand, in aiding the board to see the whole picture in making its decision.

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known he was of draft age, she had been dwelling in a realm of fancy that by some miracle he was to be left for her. The shock of opening the door to a worker from the draft board was overwhelming to her, and very great care was needed in helping her to face the situation, without demanding too much from her immediately. Several other families presented another type of difficulty. No information regarding the family is given to the agency by the draft board, and the worker has met, in the home visit, parents who speak almost no English. All they gained from the worker was that she was from the draft board, and immediately there was much moaning and emotoinal break down because that, to them meant that their son was to go into the army immediately. The language barrier allows very little explanation, particularly where the relationship is as complicated as in the draft board investigation. It is obvious then, that this difference in origin of request for service adds to the need of case work skill and careful preparation. The tone of voice, the choice of words, the attitude taken, all assume a great importance, in establishing the relationship.

Another phase in this difference concerns the explanation to the client of the affiliations of the worker. There are two affiliations the worker must make clear in order to safeguard future work of the agency in the community; the worker is employed by the agency, which is giving ser-

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Another phase in this difference concerns the explanation to the client of the affiliation of the worker. There are two affiliations the worker must make clear in order to safeguard future work of the agency in the community; the worker is employed by the agency, which is giving ser-

vice to the draft board because the draft board feels that the service of a worker trained in dealing with family problems would be helpful in gaining information so that the board may make a fair decision. The Family Welfare Association of America, in studying this particular phase, recommends that the worker make clear that he represents the draft board, not the agency, in this investigation, and stress to the client that sole responsibility for the decision rests with the draft board; that the worker makes no recommendation, but merely reports the factual information bearing upon the dependency. Often the question is brought up that the draftee has already given this information to the board, and the family cannot understand why it is necessary to repeat it. This is particularly difficult to help them understand, especially because the worker attempts not to do anything to make the draftee or his family consider the investigation as a check on his integrity. Harriet L. Parsons comments on this point,[6] showing that in cases where the factual material has already been given, our service is often one of helping, by organization of the material and by clear statements, to head up certain points more vividly. The reports give a picture, brief, but not otherwise obtainable,

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6 Harriet L. Parsons, Highlights, Feb.1941, Page 50
Harriet L. Parsons, The Family, In Times Like These, March 1941, p. 27

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6 Harriet L. Parsons, Highlights, Feb.1941, Page 20
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of the attitudes and total family picture. Experience also shows that in discussion with the worker additional material comes out which the family did not realize would be helpful, or considered by the board in making their decision. For example, one family where the draftee had requested temporary deferment until his wife recovered after a difficult birth, was concerned because the family owned a business, and the draftee was hastily, but so far without success, trying to find some way to preserve it during his absence. He had not understood that the board would consider the family economic situation in the decision. Often, too, the draftee will express his inability to make his family problem fit into the questions in the blanks he has filled out. When these possibilities have been understood by the clients they are ready to continue in the interview.

Case work has always found the explanation of agency function and responsibility a difficult but important part of the relationship between client and worker. The Family Welfare Association survey shows a variance of opinion among those engaged in this service to local boards,[7] as to whether or not the registrant and his family were able to differentiate between the regular functioning of the agency and the work for the draft boards. This depended, to

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7 Family Welfare Association of America, Blue Billetin #6, February 27, 1941, Family Welfare And National Defense

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7 Family Welfare Association of America, Bulletin 88, February 27, 1941.

some extent apparently, on the way the worker presented herself. It appeared that only one of the agencies reporting felt that the relationship with the draft board was of such danger to the status of the agency in the community that after a trial period service to the boards was discontinued. This occurred in the Family Welfare Association of Springfield, Massachusetts. It was felt there that the service was contrary to the usual practice as the worker entered without being requested to do so by the client, and that however carefully the worker explained her position, confusion frequently resulted, in two cases particularly, with serious results. The conclusion reached was that the entrance of the case worker confused the investigation itself, and the confusion blocked the use of the case work services of the agency where the need was indicated. Mrs. Chamberlain, the executive secretary, in presenting this material[8] adds that the agency seemed in a very unfavorable position because of community reaction, especially so when the decision of the board was unfavorable. It was concluded that it was practically impossible for the families and the community to distinguish clearly the function of the worker with the agency, and in service to the draft boards. This agency recommended that a trained social worker be attached directly to the draft board.

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8 Lucille L. Chamberlain, An Experiment in Case Work Services to Draft Boards, Highlights, March 1941, p.8

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6 Lucille T. Chamberlain, An Experiment in Case Work Services to Draft Boards, Highlights, March 1941, p.5

This experience is certainly a warning to careful presentation of the worker's role. No serious difficulties in this way have been noted by the Lawrence agencies giving service to the boards, however. Care has been stressed since the first investigation in handling this danger.

After this first step in the interview is accomplished, and the usual period of observation of each other has taken place preliminary to entering into the problem, the interview seems to fit well into the outline suggested by Reynolds, for the short contact interview.[9] Next comes the spontaneous story, as the client presents the situation as he sees it. Then questioning by the worker clarifies and brings out additional material. Then come explanations by the worker; in the draft board interviews these usually consist of showing the importance of parts of the information, and intermingled with this are the questions of the client. Then the closing of the interview on a positive note. The Family Welfare Association study showed that little difficulty was experienced in obtaining information, some people welcoming the opportunity of discussing their situations. There were some requests for continued case work services from the agency, but these were not numerous.[10]

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9 Bertha G. Reynolds, An Experiment in Short Contact Interviewing, Smith College Studies in Social Work, Vol.III, No.1, 1932.

10 Family Welfare Association of America Blue Bulletin #7- April 7, 1941

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10 Family Welfare Association of America
Blue Bulletin #7- April 7, 1941

We have been discussing elements in the case work process. To bring these all into focus it seems valuable to give an interview in full. This is not an actual interview, but is a composite containing all the elements present in the interviews, simplified for analysis step by step, to bring out the meanings. This should be helpful as a practical illustration of the case work process in this kind of brief contact case because the case studies which follow are not given in interview form, but as copies of the letters sent as reports to the draft boards.

Process Interview

Home Visit; Worker introduces herself:

W. How do you do, I am Mrs. Wilson from the Family Welfare Agency. The draft board has asked me to talk with you because your (husband, son, etc.) has made a request for deferment.

Cl. I have been wondering when we would hear something. Where did you say you were from?

W. From the Family Welfare Agency, calling for the Draft Board. You see, the draft board is made up of members of the community, lawyers, doctors, etc., and has only clerical workers in the office. When deferments are asked, the board wants to be very fair in making the decision. They also know that it is hard to put everything into a blank form, and that sometimes the draftees and their families do not know what it is that helps the draft boards to decide. So the draft boards ask the workers in our agency who are trained and used to working out all kinds of family problems, to come and talk with you. We do not have any of the information that the draftee has given the draft board. All we know is that he has asked for a deferment because it seems that you need him here. The draft board would like you to talk over the whole situation with me. Then I write them the things they need to know that you have

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Home Visit. Worker introduces herself.

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told me. I have nothing to do with the decision- I do not even suggest in the letter what I think ought to be done. In fact, I never even know what decision was made unless I happen to read it in the paper, or something like that. So, if you would like to start, tell me what you think you would like the draft board to know when they decide.

This first section of the interview consists of the worker's attempt to express as simply and fully as possible her role and connection with the two agencies. It also is a presentation of the reason for the interview, aimed to put the client at ease, feeling that the interview is of value to him, and placing the responsibility on him of giving information he feels important in making the decision.

Cl. Well, you see, Robert is the only one in the family who is able to work. My other boy is away and my husband is sick. He is in bed, a helpless invalid, and Robert not only supports us, but he is the only one who can lift his father, and I need him here at night. I am crippled with arthritis, and sometimes can hardly get around, so I am afraid to be alone with my husband. He has bad spells of bleeding sometimes. Robert is so dependable, there isn't anything he won't do for us. He never drinks and he works regularly, and gives us all of his pay. Sometimes we feel we are an awful burden on him, especially now when all of his friends have gone into the service, and he is pretty much alone.

W. Robert really is a loyal son, isn't he. You say your other son is away. Is he able to help you at all?

Cl. (Hesitant, seems embarrassed) Well, no, you see, there's something wrong. I don't know what Robert told the draft board about it. Hardly anyone knows, but I guess it would be best to tell you. He has been at the state hospital for ten years. They called it "dementia praecox". I don't understand much about it, but they say he will have to stay there all his life. So you

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see, we depend twice as much on Robert to take his brother's place. I don't know what we'd do if he were to go.

Frequently, as this sample interview brings out, there is some family problem about which the draftee has hesitated to speak fully. In the personal interview it is easier to consider it. Usually it is during this part of the interview, after the picture has been given as it appears to the client, that the expression of hopelessness and inability to cope with the situation comes. Also, as revealed here when the client speaks of Robert as taking his brother's place doubly, an emotional relationship is expressed, and we see more deeply into the other part of the picture, underlying the practical, economic need.

W. Of course, it is hard for you to have this fear, not knowing what to do. I think the draft board tries very hard to be fair and to do what is best. Of course, I cannot promise you that Robert will not be drafted at some time, as I told you I have nothing to do with the decision. But, because there is a possibility on either side, it is best to think for a while of what you could do if Robert were to go at sometime. Do you have any relatives with whom arrangements might be made?

Cl. No, I don't think so. My parents are dead and I have no one else. My husband's sister is all he has; she lives near here (name and address given) but she is seventy-one, and is pretty set in her ways. I don't think she would be of much help in caring for my husband- it would probably turn out to be added care for me. She lives in a rooming house, so we'd all have to move to be together.

W. Is your husband under doctor's care?

Cl. Yes, Dr. Stevens. He comes every two weeks unless I call him specially.

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W. Is your husband under doctor's care?

Cl. Yes, Dr. Stevens. He comes every two weeks unless I call him specially.

W. What is it that your husband has?
Cl. (Again hesitant, lowers voice) Cancer. He doesn't know it yet.
W. Has the doctor written a letter for you to the draft board?
Cl. No, should he?
W. The draft board would find it helpful, and usually requests one where illness is one of the main reasons for the request for deferment, as it is with you. I'm sure your doctor would be glad to do it. If Robert would get in touch with him as soon as possible, he could take it in before his case comes up for decision. In my letter to the board I will mention that the doctor will give them a full medical report. Do you have the same doctor as your husband?
Cl. Yes, but I don't see him often. He says there's not much he can do for me.
W. If he would state in the letter about your condition too, it would be a good idea. Then the draft board would have an idea of the whole thing right from the doctor. Is there anything else you would like them to know.

This section has contained the study of resources available to the family, and the attempt to locate any that exist but were previously unthought of by them. It is the step at which the client is faced with the possibility of having to plan for the future and adjust to the situation he is trying to avoid. Around the skeleton conversation presented here, there is often a great deal of time spent in reassurance, and encouragement, together with the step of making sure that the reality is clear to the client.

The next step was the verification of medical facts and the suggestion of the letter from the doctor, which would establish the physical problems without question before the board. This, of course, is a safeguard for the

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This marks the end of the material which has been thought by the draftee and his family to have a bearing on the deferment. By leading on into what would happen to the family if it became necessary for the son to go, more material is revealed which is actually of great importance to the draft board in making their decision

Cl. I can't think of anything else, except that if Robert were to go, I don't see how we could keep from breaking up our home.

W. That certainly is another part of the problem that the draft board would want to understand. Naturally we all hope that the men who enter the service will not have to do so with the result that their homes become broken up. We want to preserve the homes for their return. Do you understand the possibility of allotment and allowances?

Cl. Yes, Robert found out all about that, and we've figured it over, but don't see how we can keep the home on that amount. You see, we bought this building five years ago, and there is a mortgage on it that we pay on every month. We hoped to have this property clear for Robert to have in return for all he has done for us.

W. It would certainly be a shame for you to lose it. I hope that, since the financial problem is an important part of the deferment request, that you will not mind giving me the figures on your income and expenses.

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M. It would certainly be a shame for you to lose it. I hope that, since the financial problem is an important part of the deferment request, that you will not mind giving me the figures on your income and expenses.

Cl. I don't mind if you will help. The mortgage is $3000.00, and we pay $28.00 a month, which includes taxes, water bill, and other expenses on the building. Robert makes $31.00 a week after everything is taken out. Is that all?

W. That is fine, but I wonder if you would give me an average of your weekly expenses, so that it could easily be seen by the board why an allottment would not be sufficient.

Cl. Well, we have $2.23 insurance, $5.05 every week for oil, $4.00 a month for gas and electricity, a dollar a week for Robert's transportation, and about $3.00 for doctor and medicine. It would be hard to say how much for clothing, And food is so high; I guess we spend about $14.00.

W. That makes it come out pretty close, doesn't it? Can you think of anything else you want the board to know?

Cl. No, I guess that's the whole story. I sure appreciate them wanting to be so fair.

W. Thank you for being so nice about giving all the information. Sometimes it is hard to bring out all your private affairs to a stranger. But you understand why this is done and that it is all confidential.

Cl. Yes, I hope it works out all right. I know my son would like to go. He's crazy about planes and would like to be a flier. I hate to see him with all of his friends gone.

W. I hope it works out too, and you know that the boys who are working here and taking care of their families are doing just as big a job as those in the service, even though it doesn't sound quite as big or adventurous.

Many families have felt that no one cared whether they were able to manage financially or not, and so no information of that kind was given. People are usually reluctant to give detailed information about their income or expenses, and so the worker needs to interpret why it is asked, and what use will be made of it. The question of understanding of allotment and allowance is brought up because this rather complicated matter is frequently not under-

Q1. I don't mind if you will help. The mortgage is $3000.00, and we pay $28.50 a month, which includes taxes, water bill, and other expenses on the building. Rent makes $15.00 a week after everything is taken out. Is that all?

A. That is fine, but I wonder if you would give me an average of your monthly expenses, so that it could easily be seen by the board why an allotment would not be sufficient.

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Q1. No, I guess that's the whole story. I sure appreciate them wanting to be so fair.

A. Thank you for being so nice about giving all the information. Sometimes it is hard to bring out all your private affairs to a stranger. But you understand why this is done and that it is all confidential.

Q1. Yes, I hope it works out all right. I know my son would like to go. He's crazy about planes and would like to be a flier. I hate to see him with all of his friends gone.

A. I hope it works out too, and you know that the boys who are working here and taking care of their families are doing just as big a job as those in the service, even though it doesn't sound quite as big or adventurous.

Many families have felt that no one cared whether they were able to manage financially or not, and so information of that kind was given. People are usually reluctant to give detailed information about their income or expenses, and so the worker needs to interpret why it is asked, and what use will be made of it. The question of understanding of allotment and allowance is brought up because this rather confidential matter is frequently not under-

stood, and particularly since the amounts have been raised, some families would be in better financial condition with an allotment than they are with the earned income. When the financial question is the main reason for the deferment request, this must be considered quite fully.

The latter part of the section could have been found in almost every interview, as in cases of dependency it is often the preference of the draftee to enter the service, if home plans could be satisfactorily made. When the family realize this, there is often a feeling of being a burden, and reassurance is helpful at that point. Many of the interviews contain a discussion like the closing portion of this sample.

Cl. I hope I will see you again.
W. I will give you a card, and if you do at any time need to work out some plan, or do not know just what to do, I hope you will feel free to come down to the agency, or get in touch with us and we will come up to call. Perhaps we could help you, or tell you where you could find what you need. You know that is what the agency is for.
Cl. I thought you just gave relief and old clothes.
W. Well, when people need money we do try to help them in that way. But that is really the smallest part of our work. We spend much more of our time trying to help people in working out some family problem which they have been unable to solve by themselves.
Cl. I'm glad to know about that. But I hope things will work out and I won't have to ask for help, but it is good to know where to go if I do.

This last step takes us naturally to the next portion of our discussion, interpretation of social work in every day contacts. This is something every social worker must be pre -

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This last step taken us naturally to the next portion of our discussion, interpretation of social work in every day concepts. This is something every social worker must be pre -

pared to meet at any time. It is something very vital to a profession in the process of establishment. Although we may feel that it is already established as far as the fields of education and philanthropy are concerned, we need only to step out side the agency door into the community, to find that it is far from established in the minds of the people. The very irregular usage of the agency service in Lawrence, and the low percentage of favorable replies from the other Massachusetts family agencies are evidences of that. And every call provides more evidence, because an almost complete lack of understanding of the function of modern case work agencies is shown. So the inclusion of such a discussion in the interview is one step toward bringing a closer understanding between the members of the community and the agency. It may be simplified or elaborated, to suit the situation, and placed so that it is a natural outgrowth of the interview, and does not intrude on the discussion of draft board information. It is an opportunity that should not be ignored, to widen the friendships of the agency in the community, and of social work in general.

As it is true that a person is known by his work, the agencies may benefit in the way of interpretation by their reports to the local draft board. If the reports are carefully done, well thought through, concise, and showing insight and comprehension of the situation investigated, we

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show to the board the values of social work training and experience.

With the wider, better informed acquaintanceship in the community the agency is more firmly established. This may be felt in two ways; a greater intake in family problems with a clearer understanding by the applicant of the function of the agency and with a possible change in the economic and social status of the applicants; and also, a greater willingness to give for the support of the agency.

We cannot expect a striking change in community attitude immediately, for such an educational process is a gradual thing. But the seed that is sown will bear fruit, and if it is well planted it will multiply fruitfully.

It may appear that the small number of referrals and continued service cases which have resulted is an indication that the families do not find interest in the services offered. However, it seems likely that this is a part of the gradual result of the new contacts, and that scattered through future intake for a long period to come, may be people contacted through the draft board investigations. It has been the experience of publicity in social work that a long period may elapse between the interpretative contact and the application. The Youth Consultation Service is an example of this. In a report in the spring of 1943, The Church Home Society, the Boston center for this national ser-

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This type of contact cannot, of course, be depended upon as the sole growing, interpretative edge of an agency's work, and without attention to this need in other ways, the results would be far from satisfactory. But as a great opportunity for supplementary interpretation, and for widening acquaintanceships in the community, the service to the draft boards has great value.

H. Dolson, "My Parents Mustn't Know", Good Housekeeping, May 1942.

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CHAPTER IV

CASE STUDY OF REFERRALS FOR INVESTIGATION OF DEFERMENT CLAIMS

During the period from March 14, 1941, to January 1st, 1944, the Lawrence City Mission has made seventy-four investigations for local board eighty. The experience has been one fruitful in opportunity and stimulating in thought and self-examination, as has been discussed in previous sections. In such a study of family problems it seems valuable to classify the types occurring most frequently, in order to see them as a guide to the problems of the community and the needs yet unmet. A simplified statistical picture should give concrete suggestions as to the agency and comunnity adjustments which need to be met.

As shown in Table 4, the types of problems revealed in the investigations seem to fall into three categories, with a fourth, little used category included as a reply to questions which arise when requests for deferment are brought up. The human trait of abusing privileges seems to make this so. This latter category is called "desire or need to escape military service," an experience of both Lawrence agencies, and replies from Massachusetts agencies seem to show almost total absence of any such motive in the requests referred to social agencies for investigation. This category includes

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cases in which the desire to escape military service is the basic motive for the request either on the part of the draftee or his family. The first category contains those whose problem is basically economic. A large majority of the problems fall here. Study of the group shows the predominant number of dependents to be parents. It must be remembered however, that this study ended before the drafting of fathers had become widespread, and a study made of the current period would probably present an altered picture. In almost every case the dependents were aware of available allotment, and allowances, but since this study was almost completed by the time in September, 1943, when the amount of allotments was substantially increased, the financial adjustment for the family was often tremendous. In almost every case some unusual expense made it impossible for the dependents to manage on the allotment, or such curtailment of income would have brought such hardships as the breaking up of the home, or the lowering of high standards of living to a point incompatable with the personalities of the people.

An example of this was shown in a family of high standards, education and culture in which medical expenses and the support of parents had drained their savings. The woman expected confinement and would be unable to work for about four months. After this, her work would bring sufficient income to maintain the home and standard of living.

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TABLE 4

TYPES OF PROBLEMS REVEALED IN INVESTIGATIONS WHERE DEFERMENT HAS BEEN REQUESTED

1. Economic Dependency		
	Parents	35
	Wife	11
	Family	27
		73
2. Health		
	Mental	16
	Physical	66
		82
3. Emotional	Parents	22
	Wife	6
	Siblings	4
		32
4. Desire or need to escape military service		
	Draftee	3
	Family	2
		5

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Immediate induction of the man would have meant breaking up the home, an inestimable loss in human values, and severe emotional stress on the woman.

The majority of economic problems presented the picture of a loyal son, perhaps in a family where one or two others were already in the service, as the sole or main support of his parent or parents. These dependents were unable to do physical work, although in several cases they still maintained the supervision of a business now actually run by the draftee. Frequently illness, added to age, complicated the dependency, and the draftee was depended upon for such duties as shopping, housework, or physical care of a disabled person.

In three cases the draftee was supporting siblings, either younger and still in school, or unable because of physical or mental incapacity to support themselves.

In one case the registrant was supporting a woman who had been his foster mother, and was at present housekeeper for him and his father. She had no legal status, yet the bond was strong and the draftee had not questioned his obligation to support her.

In eleven families the husband was revealed as carrying the responsibility not only of supporting his family but of caring for the home and children because of the illness of his wife. This example is one with which to turn to the

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next category, that of health, for it like so many other situations shows how inseparably the health and economic factors are linked. The survey shows that health problems were most prevalent, and that hardly a family was without some relatively serious illness. Most of these cases revealed the double need of the draftees for physical care of the invalid, and for financial support. In only one case was the draftee's physical care of the invalid the only basis of the request for deferment.

Of the health problems, sixteen were mental, sixty-six physical. The kinds of illness revealed in this survey are shown in Table 5 on the following page. Certainly the need for medical care, easily available and reasonable in cost, is brought home again through such a survey. Illness appears as the major community problem still unsatisfactorily met. It is even more urgent in this war time, when many of the doctors previously available are in military service. It should prompt self-searching to see what agency and community are doing to improve facilities. While many of the families are receiving adequate care through private physicians, some of them are unable to afford continuous care of the quality required to be beneficial. Of the sixteen who had been declared mentally ill, only two were currently in care at a mental hospital, and six had at one time been known to an institution.

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TABLE 5

HEALTH PROBLEMS REVEALED
IN DRAFT BOARD INVESTIGATIONS

Problem	
1. Elderly, general poor condition	16
2. Heart trouble	12
3. Surgery	10
4. Nervous condition	9
5. High blood pressure	8
6. Rheumatism	8
7. Stomach trouble	7
8. Diabetes	6
9. Drunkenness	5
10. Injury, accident	5
11. Kidney, liver, gall bladder	5
12. Varicose veins	5
13. Asthma	4
14. Blindness, poor vision	4
15. Cancer	4
16. Tuberculosis	4
17. Anemia	3
18. Arthritis	3
19. Epilepsy	3
20. Hernia	3
21. Shock	3
22. Catarrh	2
23. Confinement	2
24. Foot trouble	2
25. Skin trouble	2
26. Ulcer	2
27. Arteriosclerosis	1
28. Circulatory trouble	1
29. Ear trouble	1
30. Rheumatic fever	1
31. Spinal trouble	1
32. Thyroid	1
33. Tumor	1
34. Teeth	1
35. War wounds	1

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HEALTH PROBLEMS REVEALED
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1. Sickly, general poor condition	16
2. Heart trouble	12
3. Deafness	10
4. Nervous condition	9
5. High blood pressure	9
6. Rheumatism	8
7. Stomach trouble	7
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9. Drunkenness	5
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The third category contains a relatively small number of cases, but the problems involved were generally acute and unyielding. Six of the thirty-two involved wives who were extremely dependent upon their husbands seemed at that time incapable of making the adjustment required for the husband to enter the service. One example of such situations of a temporary nature was that in which the wife, a young girl quite closely attached emotionally to her parents, had lost her father the week her husband was called for classification. Until this crisis had been passed, her husband seemed the only stable person to whom she could cling, amid a family of almost hysterical sisters, and an invalid mother. She was in no condition to face the breaking up of her own home at that moment. It was usual however, in this category to find a situation which could not be considered temporary. In some cases it was fear of her own physical condition which made the wife so dependent on her husband. In others, a history of deprivation and unhappiness in childhood and youth made the wife cling tenaciously to the first security and happiness she had ever known. These will be studied in more detail in the cases presented for analysis.

Four cases of attachment to siblings are noted. Typical of these is the family lacking both father and mother, in which the draftee, as the oldest child, has supported the family and kept it together.

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There were three cases in which the emotional tie was between father and son. An example of this will be given for analysis. In the remaining cases the tie seemed equally toward both parents, and was expressed in the son's loyalty first to his family, and second to his country, feeling that the family could not continue without him in any satisfactory way.

The last and smallest category contains only five cases. In these, two were the expression of the family, three of the draftee. The main basis for placing cases in this category was evidence of willful falsification of facts,

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or evasion of the issues, and a refusal to accept even excellent plans for readjustment.

In order that this classification and study of problems have some background, this was discussed with the executive of the Catholic Charities Center. She also had experienced the two largest categories as economic and health. She felt that in the requests she had investigated there was definite need for the earnings of the draftee. She was impressed by the large number of homes in which there were already some members in the service and the last boy, the draftee, was greatly depended upon both for economic support and for physical work in doing the things that the others could not do, such as heavy household work. She also found the close linking between the economic and health problems. She stressed the point that the illnesses , usually of parents or siblings, were usually of long standing. Of the ninety-eight she had investigated, only about five disclosed cases of mental illness, and two of feeble-mindedness. In one of the latter it was necessary for the draftee to act as male nurse for his older brother.

The executive felt that, although the emotional factor was certainly present, it was steadily diminishing. She has the advantage of having made every one of the ninety-eight investigations, over this period of over two and one-half years, herself, whereas the City Mission investigations have been made by four different persons, some whose exper-

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ience began within the past year. The continued experience has given the executive of the Catholic Charities a perspective of the changes in attitude of the families. She feels that one important thing to be noted is that, as the war continues, people are facing the situation with more reality. In the first year, particularly with people of more emotional racial types such as the southern European, there was a great deal of intensely emotional feeling. The entrance of the worker occasioned wild showing of grief and fear. However in the past eighteen months she has met not more than two cases in which the problem was basically emotional. These occurred in cases where sons already in the service had been killed, and now the last remaining son was being called. In these the emotional problem was the sole reason for the deferment request, as the son was willing to go, and there was no economic dependency. In both these interviews the executive felt a great opportunity for case work treatment, and felt that it was accomplished and that the mothers were more composed after the interview. She feels that people during these years of war have trained themselves, except in the two cases noted. They are not steeled, or placid, but more philosophical about the need for the men to go. She felt that in 99.9 per cent of the cases the boys wanted to go but the home situations were such that they were needed. She did not feel that any of the cases she had interviewed showed instances of

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desire to evade service. She found, as have the City Mission workers, that information was given courteously and fully.

The response from other Family Welfare egencies in Massachusetts seems to agree that the problems fall into these first three major categories, but none of the agencies had figures. None mentioned the experience of feeling that any of the requests were a desire to evade service.

The Family Welfare Association of America, in studying the service, also suggested that the main problems revealed seemed to be health, economic, and emotional, but called to attention such special problems as the need for the draftee in dealing with difficult children, or in keeping together a household already broken by loss of the mother, or such technical problems as the use of an assumed name or unestablished citizenship.

The final presentation of the problems, opportunities and techniques will be given in the analysis of eight cases. These cases have been chosen as representative of the types of problems revealed, and show eight phases of the three major categories. In them is brought out the contrast between the requests for temporary and permanent deferment. The cases will be presented in the form of the letters sent to the draft board following the home visit. Accompanying each will be a discussion of the significant points revealed therein. All names and other identifying material given are fictitious.

desire to evade service. She found, as have the City Mission workers, that information was given courteously and fully.

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Case 1 - William Jewett

The draftee lives with his mother Mrs. Hertha Jewett and his sister Eleanor in a newly made apartment in an old house at 590 Newcombe Street. It is furnished with taste and care revealing a high standard of living. Mrs. Jewett is a very sincere person. The father died eight months ago, leaving no insurance and very little savings. He had had heart trouble for a long period of time and treatments for this had been costly. He had not told his wife of the seriousness of his condition, and she had not realized that he was having treatments, so his death was a severe shock. The family at that time lived in ----, where the father was an overseer in the X woolen mill. After his death Mrs. Jewett decided to return to Lawrence, where her father and sister live. Expenses were heavy and many bills were incurred.

A son Robert was called into the Army two months after his father died. Mrs. Jewett did not ask deferment for him because she felt she would be able to get along with William to help her. Eleanor is fourteen and has just entered High School. Mrs. Jewett has not worked since she was married but has kept her place in the home and would still prefer to do so. She does not wish a permanent deferment for her son and she knows too that he wishes to do his part. She would be proud to have both boys in the service. If William can be deferred at least three months, and certainly not more than six months, she feels that she would be back on her feet again and could manage with the allotments from the two boys and the social security which she is now receiving.

Robert is making and allotment and allowance of $37.00 a month, and Mrs. Jewett receives $27.00 a month social security. William, the draftee, works at the Robinson Metal Company and is earning $26.00 a week, all of which he contributes toward the running of the home. Their budget is as follows:-

Income			Contribution	Expenses	
William	$26.00		$26.00	Rent	$12.00
Robert	8.53	($37. month)	8.53	Food	11.00
Soc. Sec.	7.23	($27. month)	7.23	G.&E.	1.00
				Cloth.	-----
	31.76		31.76		24.00

Case 1 - William Jewett

The drafters lives with his mother Mrs. Martha Jewett and his sister Eleanor in a newly made apartment in an old house at 320 Newcombe Street. It is furnished with taste and owns revealing a high standard of living. Mrs. Jewett is a very sincere person. The father died eight months ago, leaving no insurance and very little savings. He had had heart trouble for a long period of time and treatments for this had been costly. He had not told his wife of the seriousness of his condition, and she had not realized that he was having treatments, so his death was a severe shock. The family at that time lived in ----, where the father has an overseer in the X woolen mill. After his death Mrs. Jewett decided to return to Lawrence, where her father and sister live. Expenses were heavy and many bills were incurred.

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Robert is making and allotment and allowance of $37.00 a month, and Mrs. Jewett receives $27.00 a month social security. William, the drafter, works at the Robinson Metal Company and is earning $38.00 a week, all of which he contributes toward the running of the home. Their budget is as follows:-

Income		Contribution	Expenses	
William	$38.00	$38.00	Rent	$12.00
Robert	8.25 ($37. month)	8.25	Food	11.00
Soc. Sec.	7.25 ($27. month)	7.25	Gas, Cloth.	1.00
	51.75	51.75		24.00

> They have the following bills:-
> Dentist $20.00; funeral expenses $200.00; $100.00 to the doctor. Wishing not to leave her children in the position she found herself, Mrs. Jewett has taken out an insurance policy which will cost $39.00 a year. She was able to pay quite an amount on her other bills through the sale of furniture before coming to Lawrence.

This case presents basically an economic problem of temporary duration, with an accompanying emotional tie somewhat increased above normal by the loss of the husband. It is a picture of a family of high standards and strong family unity struggling to maintain these values in spite of loss, economic insecurity , and the needs of war. There is no resistance to the idea of military service, but a desire to become more securely settled before the main strength of the family is required to leave. There is some resistance on the part of the mother to changing her pattern of the home-maker, and taking what might become necessary, the role of wage earner. The adjustments this family has been required to make within eight months have been very great, and there is the feeling that one more major adjustment is asked before they can quite meet it. This woman welcomed the opportunity of talking over the problem, and displayed a good deal of courage and resourcefulness. A good relationship was established with the interpretation and offering of agency services. This was an independent family, having no former contact with social agencies.

They have the following bills:-
Dentist $50.00; funeral expenses $203.00; $100.00 to the doctor. Fearing not to leave her children in the position she found herself, Mrs. Jewett has taken out an insurance policy which will cost $30.00 a year. She was able to pay quite an amount on her other bills through the sale of furniture before coming to Lawrence.

This case presents basically an economic problem or temporary duration, with an accompanying emotional tie somewhat increased above normal by the loss of the husband. It is a picture of a family of high standards and strong family unity struggling to maintain these values in spite of loss, economic insecurity , and the needs of war. There is no resistance to the idea of military service, but a desire to become more securely settled before the main strength of the family is required to leave. There is some resistance on the part of the mother to changing her pattern of the home-maker, and taking what might become necessary, the role of wage earner. The adjustments this family has been required to make within eight months have been very great, and there is the feeling that one more major adjustment is asked before they can quite meet it. This worker welcomed the opportunity of talking over the problem, and displayed a good deal of courage and resourcefulness. A good relationship was established with the interpretation and offering of agency services. This was an independent family, having no former contact with social agencies.

Case 2 - Albert Bealieau

. The family living at home consists of Albert, the draftee, his sister Mabel, their father James and a brother John L.

The mother died two years ago; she had been an invalid for ten years, having had seven shocks.

The father is ill of cancer of the stomach, and is under the care of Dr. -----. The father has spells of bleeding for two or three days at a time, and the doctor feels he can only live two or three more weeks. He, too, has been an invalid for ten years.

The brother, John L., forty-six, is mentally ill and cannot care for himself. He has also had a heart attack. He visits with another brother occasionally, but is at home most of the time. He has not worked for twenty-five years.

Leroy is married; has seven children and lives in Methuen. Lawrence and Warren are both married; live in Methuen, and each has three children. Luther is married; lives in Methuen, and they are expecting a child in the near future. A daughter Carol is married and has four children. She also lives in Methuen.

The draftee, Albert, runs the Beaulieau Bros. Cafe on Pleasant Street. The family own this. If he is called into service it will have to be closed and there will be no income, since there is no one left capable of managing it. He contributes Forty Dollars a week.

Mabel has had all the responsibility of her mother and father during their invalidism. At that time she was trying to work during the day as an inspector in the mill and would have to care for her parents all night. At the time of her mother's death two years ago, she had a nervous breakdown. At the present time she is not at all well and is under the care of Dr. ----, who will make a report to the draft board if desired. In spite of her condition she attempts to get out of the house and work a few days a week as she feels that caring for her invalid parents for so many years was the cause of her break down. Mabel works at the Synthetic Products Company and also has clerked at the Concord Clothing Company occasionally. She estimates her income at about Fifteen Dollars a week, but there are periods of two or three weeks when she is unable to work.

Case 2 - Albert Beaulieu

The family living at home consists of Albert, the drafter, his sister Mabel, their father James and a brother John L.

The mother died two years ago; she had been an invalid for ten years, having had seven abortes.

The father is ill of cancer of the stomach, and is under the care of Dr. -----. The father has spells of bleeding for two or three days at a time, and the doctor feels he can only live two or three more weeks. He, too, has been an invalid for ten years.

The brother, John L., forty-six, is mentally ill and cannot care for himself. He has also had a heart attack. He visits with another brother occasionally, but is at home most of the time. He has not worked for twenty-five years.

Leroy is married; has seven children and lives in Metinen. Lawrence and Marion are both married; live in Metinen, and each has three children. Esther is married; lives in Metinen, and they are expecting a child in the near future. A daughter Carol is married and has four children. She also lives in Metinen.

The drafter, Albert, runs the beauliean Bros. Cafe on Pleasant Street. The family own this. If he is called into service it will have to be closed and there will be no income, since there is no one left capable of managing it. He contributes forty Dollars a week.

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Their expenses are as follows:-

Rent	$ 10.00	
Milk	4.00	
Medicines	5.00	
Food	19.00	
G. & E.	2.50	
Doctor	5.00	to 8.00
Laundry	2.00	
Domestic help	6.00	
	$ 53.50	

Mabel has a deaf mute woman who helps with the housework but cannot be left alone with the father during the day and Albert cares for him at night and when Mabel works she is on the night shift. She feels it would be impossible to get anyone who would care for her father as he is extremely difficult. He refuses to go to a hospital.

Because this seemed to be a short time situation there were additional contacts with the family during this period as the draft board requested re-investigations. The first of these was two months after the initial interview and showed no change in the situation. The doctor, when contacted, said that the father's condition remained serious and it was remarkable that he was still living. Mabel's health was steadily declining. The next re-investigation was two months later. The problems remained the same.

In this situation an opportunity for service was seen. Mabel was very responsive to the worker, and a good relationship was established. Mabel was a highly educated and intelligent young woman who showed remarkable courage and strength in this long and wearing responsibility which she has undertaken. She was interested in the counselling type

Their expenses are as follows:-

Rent	$ 40.00
Milk	6.00
Medicines	8.00
Food	12.00
G. & E.	4.50
Doctor	3.00 to 5.00
Laundry	2.00
Domestic Help	6.00
	$ 82.50

Mabel has a dear sweet woman who helps with the housework but cannot be left alone with the father during the day and Albert cares for him at night and when Mabel works she is on the night shift. She feels it would be impossible to get anyone who would care for her father as he is extremely difficult. He refuses to go to a hospital.

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of service and the relationship was continued, and is still an active case. The value seemed to be in reassurance, and a relief for her to talk through her worries, her fears for herself, and her resentments at the complete thwarting of her own desires for her life, while all the rest of her family, except Albert, were able to follow their own wishes.

This case, then, presented both a difficult economic problem because of the very high cost of medical care and the necessary household aids, and an emotional problem. Mabel's own needs for expression of herself, some appreciation of her abilities and sacrifices, and a hopeful objective view for the future, found some answer in the case work relationship. This relationship, while maintaining its role with the agency, became more of a friendship, or companionship, and less of the usual worker-client kind.

There appeared to be a close bond between Mabel and Albert, and many times Mabel expressed sympathy for the very difficult time Albert had. He was working all day, carrying the responsibility of the business, and then caring for his father at night. At one time the strain became too much for him and he started drinking. This ended in an automobile accident and a fine of a large sum of money. After this Albert did not continue to drink. Mabel showed no resentment of this, but only an understanding that her brother had found the strain unbearable, and sought some way of relief. She is able

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to speak of her plans for herself after her father's death, and without undue emphasis upon waiting for this to happen, some discussion is had, and she has good insight into possibilities, and her own needs for physical care, rest, a change of environment, and gradual return to work more equal to her talents than factory and store clerking.

Plans are also discussed for the care of the mentally ill brother, about whom nothing can be done while the father is still living because of the father's insistence that he be cared for at home.

Case 3 - Vernon Andrews

> The draftee, Vernon Andrews, lives with his mother and nephew Ralph, age five, in a first floor four room tenement, poorly furnished and poorly kept. The City Mission knew something of this family during the depression.
>
> Ralph is the illegitimate child of the draftee's sister who disappeared several years ago.
>
> Mrs. Andrews speaks little English and showed definite signs of derangement. A doctor had been called in a few days previously and the present plan is for a consultation with a view to committment. If this is done, arrangements will have to be worked out for the care of Ralph. Dr.----, who has seen Mrs. Andrews, says she is definitely mentally upset.
>
> The draftee is eager to be enrolled in the service, but would not like to leave until his mother and Ralph are in safe care.

This interview unfolds a picture of a young man carrying a difficult responsibility, and a situation in which he was the only economic support, the only person capable of planning, and the only member capable of caring for

to speak of her plans for herself after her father's death, and without undue emphasis upon waiting for this to happen, some discussion is had, and she has good insight into possibilities, and her own needs for physical care, rest, a change of environment, and gradual return to work more equal to her talents than factory and store clerking.

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This interview unfolds a picture of a young man carrying a difficult responsibility, and a situation in which he was the only economic support, the only person capable of planning, and the only member capable of caring for

himself in any adequate way. He required some help in working out the necessary plans, and this became a case in which the agency was called upon for continued service. It was a renewal of an old contact with a change in the type of service offered. The early contact had been one of straight relief, while in this one no aid was needed, but counselling, and making available community resources. Through the agency Mrs. Andrews was committed to the state hospital, where she later died. Robert was referred to the proper agency for placement. This case also was one in which the need for deferment was temporary.

Case 4 - James Porter

> James Porter's family was known to the City Mission in 1920. There is a long story of drinkings and neglect of family by the parents. His father died in 1928. His mother married Stan Bronkowitz and conditions became worse instead of better. There were six children by the first marriage; three by the second, two of whom died. Some of the children had court records. The three youngest children, including James the draftee, were sent to the care of the State in 1931. I believe they remained in the care of the State until they became of age.
>
> The draftee's mother lives at 27 Fairfax Street. She occupies six rooms, three on one floor and three in the attic. There is a kitchen and two bedrooms on the first floor. The home is very poor and dirty. The mother has a long court record, dating back mnay years and up to February 1943. She is a drinking woman with very low morals. Mr. Bronkowitz, the same type of person, died in November 1942, after falling put of a window.
>
> Mrs. Bronkowitz says she is forty-nine years of age, but she may be a few years older as she probably does not know her exact age. She should

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Case # - James Porter

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The drifter's mother lives at 27 Dorfler Street. She occupies six rooms, three on one floor and three in the attic. There is a kitchen and two bedrooms on the first floor. The home is very poor and dirty. The mother has a long court record, being back many years and up to Yearsey 1933. She is a drinking woman with very low morals. Mr. Bronwitz, the same type of person, died in November 1932, after falling out of a window.

Mrs. Bronwitz says she is forty-nine years of age, but she may be a far years older as she probably does not know her exact age. She should

still be able to support herself. However because of her drinking habits, she is not as physically fit as she would otherwise be. She cries easily, as women of her calibre do. She has worked in restaurants and has done a little housecleaning. She may be doing a little of that work now.

Jean, oldest daughter, twenty-nine, is married and has lived in New Mexico for eight years.

Annette, twenty-eight, is single. She has been living in New Mexico with her sister for the past six or seven years. Both girls send their mother five or ten dollars occasionally, also clothing and bedding.

Newton, twenty-seven, entered service about four weeks ago. Previous to that he worked in the -----Mill, earning $28.00 a week, but his mother said he did not work steadily, drank a good deal and was lazy. He lived at home part of the time but did not contribute to his mother's support.

Arline, twenty-three, apparently never returned home after she was committed to the care of the state. She is now in New Jersey and sends a dollar or two to her mother occasionally.

James, the draftee, was in Rhode Island about two years after he was discharged from the State, but came home and lived with his mother a little over a year ago. He worked in the -----Mill, and gave his mother Ten dollars a week. She says he is a good boy and her standby. Two weeks ago he left Lawrence and is now working in Quincy and living there. His address is -----.

Thomas, fifteen, and Marion, ten, are apparently still in the care of the state. Their mother says she does not know where they are.

Mrs. Bronkowitz owes no bills and her budget is as follows:-

Rent	$4.00	
Insurance	.75	
Fuel	2.00	(winter)
Food	4.50	
G. & E.	.40	
	$11.65	

This contact reveals a family of low standards, and a long history of poor living conditions and neglect of children. Economically, there would be almost no difference

still be able to support herself. However because of her drinking habits, she is not as physically fit as she would otherwise be. She drinks mostly, as women of her age always do. She has worked in restaurants and has done a little housecleaning. She may be doing a little of that work now.

Her, oldest daughter, twenty-nine, is married and has lived in New Mexico for eight years.

Amanda, twenty-eight, is single. She has been living in New Jersey with her sister for the past six or seven years. Both girls send their mother five or ten dollars occasionally, also clothing and bedding.

Weston, twenty-seven, entered service about four weeks ago. Previous to that he worked in the -----Mill, earning $25.00 a week, but his mother said he did not work steadily, drank a good deal and was lazy. He lived at home part of the time but did not contribute to his mother's support.

Arlina, twenty-three, apparently never returned home after she was committed to the care of the state. She is now in New Jersey and sends a dollar or two to her mother occasionally.

Jesse, the drifter, was in Rhode Island about two years after he was discharged from the Navy, but came home and lived with his mother a little over a year ago. He worked in the -----Mill, and gave his mother ten dollars a week. She says he is a good boy and her stand by. Two weeks ago he left Lawrence and is now working in Quincy and living there. His address is -----.

Thomas, fifteen, and Marion, ten, are apparently still in the care of the state. Their mother says she does not know where they are.

Mrs. Bronkowitz owes no bills and her budget is as follows:-

Rent	$6.00
Insurance	.75
Fuel	3.00 (winter)
Food	4.00
G. & E.	.40
	$13.65

This contact reveals a family of low standards, and a long history of poor living conditions and neglect of children. Economically, there would be almost no difference

between the amount the mother would receive in the allotment and the amount James contributes from his pay. And there is the possibility of allotment from the other son, and of supplementation by her own work. The poor background may give information which the board considers helpful in the screening process, although there is evidence that this boy has qualities which enable him to make a successful adjustment. It is an insight into one of the chronic problem families of which the community always seems to have a number. There is no real relationship between the problems of a war period and the problems of this family. They merely return to the attention of the community through this investigation.

Case 5 - Joseph Walker

The draftee lives with his father in a back tenement at 498 River Street. It is neat and adequately furnished. Another son, Lewis, is in the service and has been in North Africa for four months. He sends money occasionally but there is no allotment.

The father, James Walker, is seventy-four years of age. He is a very determined and independent person. His wife died in 1918, when the boys were only four and six years old. The man brought them up alone and even managed to send them to college. He found it a very long, difficult struggle and there was a period during the bank failures when they had almost nothing. However, he has continued his policy of independence and has always been very much opposed to accepting anything that he considers charity. At the present time he has rheumatism which handicaps him severely. He was operated upon three years ago for cancer. His doctor is Dr.-----. Mr. Walker worked at the lumber yard until eleven years ago.

In talking with the draftee; he feels that his father needs him at home. He says that the father

between the amount the mother would receive in the allotment and the amount James contributes from his pay. And there is the possibility of allotment from the other son, and of supplementation by her own work. The poor background and rave information which the board possesses helpful in the screening process, although there is evidence that this boy has qualities which enable him to make a successful adjustment. It is an insight into one of the obvious problem families of which the community always seems to have a number. There is no real relationship between the problems of a war period and the problems of this family. They merely return to the attention of the community through this investigation.

Case H - Joseph Baker

The duffies lives with his father in a back tenement at 123 River Street. It is neat and adequately furnished. Another son, Lewis, is in the service and has been in North Africa for four months. He sends money occasionally but there is no allotment.

The father, James Baker, is seventy-four years of age. He is a very determined and independent person. His wife died in 1918, when the boys were only four and six years old. The man brought them up alone and even managed to send them to college. He found it a very long, difficult struggle and there was a period during the bank failures when they had almost nothing. However, he has continued his policy of independence and has always been very much opposed to accepting anything that he considers charity. At the present time he has rheumatism which handicaps him severely. He was operated upon three years ago for cancer. His doctor is Dr.------. Mr. Baker worked at the lumber yard until eleven years ago.

In talking with the duffies, he feels that his father needs him at home. He says that the father

sacrificed so much for them that they feel he needs them now. The father, in his characteristic independent way, said that he always had gotten along and supposed he always would be able to even if both of his sons were called. He has kept the home together through all these years and dreads breaking it up.

The draftee says there is no financial problem. He works at the ----Mill and has been earning between forty and fifty dollars a week, contributing all of this to the family. They have some savings, but were reluctant to state the kind or amount.

Mr. Walker, the father, has two sisters in Boston; one is working, the other retired. However, they have only a small apartment and living arrangements could not be made with them.

The draftee is not personally opposed to doing his part in the service, but feels his responsibility for his father, who would be left entirely alone.

This case is given as an example of a strong family bond and the loyalty of the son to the father who has been so remarkable in his ability to care for his family alone. It also brings out this feeling of desire to enter the service, but the pull of responsibility to home and parent. In addition, the element of family independence is interesting. The father and son did not wish to call forth anything that could be mistaken for pity or charity. Interpretation to the father became almost impossible, although the draftee understood better the work of the agency. But, characteristically, they were not interested in help from anyone.

Case 6 - Leo Stevens

Leo and his mother are living in the housing project. They have managed to furnish the apartment rather nicely. Mrs. Stevens will be sixty-five years of age on March 2nd, 1944. She married

sacrificed so much for them that they feel he needs them now. The father, in his characteristic independent way, said that he always had gotten along and supposed he always would. He was able to even it both of his sons were called. He has kept the home together through all these years and dreads breaking it up.

The drafted says there is no financial problem. He works at the ----Mill and has been earning between forty and fifty dollars a week, contributing all of this to the family. They have some savings, but were reluctant to state the kind of amount.

Mr. Walker, the father, has two sisters in Boston; one is working, the other retired. However, they have only a small apartment and living arrangements could not be made with them.

The drafted is not personally opposed to doing his part in the service, but feels his responsibility for his father, who would be left entirely alone.

This case is given as an example of a strong family bond and the loyalty of the son to the father who has been so remarkable in his ability to care for his family alone. It also brings out this feeling of desire to enter the service, but the pull of responsibility to home and parent. In addition, the element of family independence is interesting. The father and son did not wish to call forth anything that could be mistaken for pity or charity. Interpretation to the father became almost impossible, although the drafted understood better the work of the agency. But, characteristically, they were not interested in help from anyone.

Case 6 - Leo Stevens

Leo and his mother are living in the housing project. They have managed to furnish the apartment rather nicely. Mrs. Stevens will be sixty-five years of age on March 2nd, 1944. Ano married

twice and Leo is the only living child of the second marriage. She has six children by her former marriage and they are all grown up and most of them have large families of their own. Axel Laramie, also known as John, a son by the first marriage, and his wife also live in the housing project. Mrs. Stevens has a stepfather and brother but says that they would not help her in any way and she does not wish to have anything to do with them.

Mrs. Stevens' physical condition is the main reason for the request for deferment. She is crippled with rheumatism and an accident a few years ago makes it difficult for her to work. Dr.---- has, I believe, filed a letter with you regarding her condition. Mrs. Stevens also has dizzy spells and she says she cannot be left alone. She has not worked for sixteen years and before that time had worked in the mill and done housecleaning.

The draftee will be twenty-five years of age on March 21st, 1944. He works in the Pacific Mills and earns about $29.00 a week. He is on piece work, so the amount varies somewhat. The entire amount is turned in for household expenses. He is very devoted to his mother and does every bit of the necessary work in keeping house. The mother is unable to do any of the household duties such as shopping or cleaning. She feels that she could not possibly get along without him and when faced with the situation and the possibility of his going, feels she would "die without him." She is very anxious however to relieve him of some of the responsibility and is already making application for O.A.A., so that she will be able to give him something to enable him to have a life of his own. She feels very keenly that she is a burden to him and yet seems unable to work out any other plan. She says that her other children have their own problems which do not allow them to aid her.

The family owe no bills. Their budget is as follows:-

Income		Contribution	Expenses		
Leo	$29.00	$29.00	Food	$12.00	
			Rent	4.72	($21.)
			Insurance	1.50	
			Papers	.25	
			Clothing	1.25	
				$19.72	

They have recently spent $250.00 on furnishing apartment and paid for it on the installment plan.

twins and Leo is the only living child of the second marriage. She has six children by her former marriage and they are all grown up and some of them have large families of their own. Axel Larmula, also known as John, a son by the first marriage, and his wife also live in the housing project. Mrs. Stevens has a stepbrother and brother but says that they would not help her in any way and she does not wish to have anything to do with them.

Mrs. Stevens' physical condition is the main reason for the request for deferment. She is crippled with rheumatism and as a result of her age makes it difficult for her to work. Dr.---- has, I believe, filed a letter with you regarding her condition. Mrs. Stevens also has dizzy spells and she says she cannot be left alone. She has not worked for sixteen years and before that time had worked in the mill and done housecleaning.

The draftee will be twenty-five years of age on March 21st, 1944. He works in the Paulin Mills and earns about $24.00 a week. He is on piece work, so the amount varies somewhat. The entire amount is turned in for household expenses. He is very devoted to his mother and does every bit of the necessary work in keeping house. The mother is unable to do any of the household duties such as shopping or cleaning. She feels that she would not possibly get along without him and when faced with the situation and the possibility of his going, feels she would "die without him." She is very anxious however to relieve him of some of the responsibility and is already making application for O.A.A., so that she will be able to give him assistance to enable him to have a life of his own. She feels very keenly that she is a burden to him and yet seems unable to work out any other plan. She says that her other children have their own problems which do not allow them to aid her.

The family has no assets. Their budget is as follows:-

Income	Contribution	Expenses
Leo $24.00	$20.00	Food 10.00
		Rent 4.75 ($24.)
		Insurance 1.50
		Taxes .50
		Clothing 1.25
		$17.75

They have recently spent $200.00 on furnishing apartment and paid for it on the installment plan.

The family situation revealed here presents a clear picture of economic dependency on son, but in addition there is another very clear factor, the emotional tie of the mother to her son. So intense is it that she is almost hysterical, and completely hopeless of the rest of life if her boy should leave her. This is complicated by her feeling that she is a burden, and yet her inability to release her son from that burden by making any other plan. Her attempt to somehow alleviate the feeling of being a burden is shown in her preparations for receiving the O.A.A.- which she started almost a year before she would reach the age of eligibility. She came to the agency after the draft board investigation for help in putting her papers in order, and had them all completed within a few weeks. To her they meant some release from the feeling of being a burden. This family had been known to the City Mission for a long period, but a few years had elapsed since the last contact, so that this was a renewal of service, and a definite change in the type of work done with the family. Previously it had been straight relief, but during the present contact no relief has been given, but there have been such services as were mentioned above, and also help in thinking through a plan for another son who has been a heavy drinker and is at present in jail on his fifty-sixth charge of drunkenness, and has a lengthy record of other charges against him. Clinic re-

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ferrals and advice have also been given. This type of renewal contact has introduced family service over again with a new interpretation of agency function which was well received by the clients.

Case 7 - Nicholas Konstantin

This draftee was enlisted March 7th, 1941, and due to the physical condition of his wife was discharged. A re-check was requested to learn if conditions were such that he might re-enter the service.

Nicholas Konstantin, the draftee, and his wife occupy a four room heated apartment for which they pay $7.00 a week in the summer and $9.50 during the cold months. They have three rooms furnished. They were married in Quincy on March 3rd, 1941. After the man's return from the army they bought new furniture to start housekeeping.

Mr. Konstantin, 26, is of Russian descent, born and brought up in Lawrence. He finished his first year of high school at the age of sixteen, when he left to go to work, but later returned, graduating from evening high school when he was about twenty. He worked in the ----Mill for about seven and one-half years as a bobbin boy, then as a weaver. His work was irregular during the depression but for the past year he has worked steadily. His average pay is about $40.00 a week.

Mrs. Konstantin, 26, is of Lithuanian descent, born and brought up in Quincy. She finished the second year of high school at sixteen. Her mother died when she was very young and her father died in 1924. She, with her brother James, went to live with an uncle and aunt, Mr. and Mrs. Cornelius Ivanhoff. The home was an unhappy one, as both uncle and aunt drank. Mrs. Konstantin says she was always underweight, had very poor food and no milk. When her brother married she went to live with him. Some time after his marriage he began to drink and there were quarrels in the home so that she was not happy there either. There was little work during these years and Mrs. Konstantin tried to earn a little by caring for children. She also, at times, kept house for her brother while his wife worked and in that way earned her room and board.

In spite of these hardships Mrs. Konstantin said she had girl friends and was happy. She was very

Partial and advice have also been given. This type of remedial contact has introduced family service over again with a new interpretation of agency function which was well received by the clients.

Case 7 - Nicholas Konstantin

This drafter was assigned March 9th, 1941, and due to the physical condition of his wife was discharged. A re-check was requested to learn if conditions were such that he might re-enter the service.

Nicholas Konstantin, the drafter, and his wife occupy a four room basement apartment for which they pay $7.00 a week in the summer and $8.50 during the cold months. They have three rooms furnished. They were married in Quincy on March 2nd, 1941. After the man's return from the army they bought new furniture to start housekeeping.

Mr. Konstantin, 26, is of Russian descent, born and brought up in Lawrence. He finished his first year of high school at the age of sixteen, when he left to go to work, but later returned, graduating from evening high school when he was about twenty. He worked in the ----Mill for about seven and one-half years as a bobbin boy, then as a weaver. His work was irregular during the depression but for the past year he has worked steadily. His average pay is about $40.00 a week.

Mrs. Konstantin, 26, is of Lithuanian descent, born and brought up in Quincy. She finished the second year of high school at sixteen. Her mother died when she was very young and her father died in 1933. She, with her brother James, went to live with an uncle and aunt, Mr. and Mrs. Cornelius Isenhoff. The home was an unhappy one, as both uncle and aunt drank. Mrs. Konstantin says she was always underweight, had very poor food and no milk. When her brother married she went to live with him. Some time after his marriage he began to drink and there were quarrels in the home so that she was not happy there either. There was little work during these years and Mrs. Konstantin tried to earn a little by sewing for children. She also, at times, kept house for her brother while his wife worked and in that way earned her room and board.

In spite of these handicaps Mrs. Konstantin said she had girl friends and was happy. She was very

fond of dancing and met Nicholas in Quincy and kept company with him for a year and a half. They were considering marriage when he was drafted and decided to get married before he left. She apparently is very fond of her husband and he returns her affection. They are always together. Apparently it is the first time that Mrs. Konstantin has had someone who really cares for her and at the very thought of separation she just goes to pieces. Her nerves seem to be shattered. She cries at the thought of his going back into the army and is in really poor physical condition. She has not had constant medical attention, but has had a doctor now and then. This week she went to see Dr. ----. (Copy of his letter is enclosed.)

Their budget is as follows:-

Income		Expenses	
Wages	$40.00	Rent (average)	$ 8.25
-Soc.Sec.-Bonds	4.00	Food	9.00
		G. & E.	1.00
		Insurance	.50
		Bills	12.00
	$36.00		$30.75

Bills		Payments on bills Monthly
Refrigerator	$125.00	$ 10.00
Furniture	189.95	20.00
Stove	139.00	12.71
Encyclopedia	22.00	3.60
Loan from friend	50.00	
Loan from man's mother	50.00	
	$575.95	$ 46.31

Recommendation was made to Mrs. Konstantin that she keep herself under medical care, follow the doctor's advice and try to get accustomed to the idea that at some future time Mr. Konstantin may be obliged to re-enter the service. When her physical condition improves she may be able to do some light work and help meet their expenses. At the present time, however, she is not fit for any kind of work. We plan to try to help her overcome her present nervous condition.

The Konstantin case is presented as an indication of a problem basically emotional, but complicated by a heavy

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Their budget is as follows:-

Income		Expenses	
Wages	$60.00	Rent (average)	$ 8.25
-Soc.Sec.-bonds	4.00	Food	9.00
		G. & E.	1.00
		Insurance	.50
		Bills	14.00
	$64.00		$32.75

Bills		Payments on bills Monthly
Refrigerator	$150.00	$ 10.00
Furniture	100.00	30.00
Stove	150.00	12.71
Encyclopedia	25.00	3.60
Loan from friend	10.00	
Loan from man's mother	30.00	
	$475.00	$ 56.31

Recommendation was made to Mrs. Konstantin that she keep herself under medical care. Follow the doctor's advice and try to get accustomed to the idea that at some future time Mr. Konstantin may be obliged to re-enter the service. Then her physical condition improves she may be able to do some light work and help meet their expenses. At the present time, however, she is not fit for any kind of work. We plan to try to help her overcome her present nervous condition.

The Konstantin case is presented as an indication of a problem basically emotional, but complicated by a heavy

load of debt. The wife has led such a deprived, insecure and unsatisfying life that the threatened loss of her first security and satisfaction of her needs is enough to unnerve her, and to upset her so that she cannot continue to meet the demands of everyday existence. It is unfortunate that no record of the physician's report is available, so the light it might shed on the nature of the physical disturbances cannot be known. It can only be suggested as a possibility that they might have proved less organic, and largely the creation of her mind and emotions.

The protection provided for those in military service regarding debts would have removed the immediate need for concern over the large amount of money they owed, but the consciousness of it would still have been part of the worry.

The close of the letter reports to the draft board that we intend to follow the case and help in bringing about, if possible, an adjustment to the fact that the draftee may be recalled into service. There is no record of any followup or of the reaction of the couple to this suggestion.

Case 8 - Stephen D'Amicci

The illness of Mrs. D'Amicci is the major reason for this deferment request. The situation at present is not very definite because of the death of the woman's father six days ago.

Mr. and Mrs. D'Amicci were married two and a half years ago. At that time she was a doffer in the ---- Mill. However, it was too heavy work for her and she gave it up. She is a very tiny, frail

load of debt. The wife has had much a captive, insecure and unsatisfying life that the threatened loss of her first activity and satisfaction of her needs is enough to unsettle her, and to upset her so that she cannot continue to meet the demands of everyday existence. It is unfortunate that no record of the physician's report is available, so the light it might shed on the nature of the physical disturbances cannot be known. It can only be suggested as a possibility that they might have proved less organic, and largely the creation of her mind and emotions.

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Case 2 - Stephen D'Andrea

The illness of Mrs. D'Andrea is the major reason for this deferment request. The situation at present is not very definite because of the death of the woman's father six days ago.

Mr. and Mrs. D'Andrea were married two and half years ago. At that time she was a dofter in the [illegible] Mill. However, it was too heavy work for her and she gave it up. She is a very pretty, frail

person and has never been very strong. Last June she had a miscarriage and the doctor suggested that she take it very easy for six months. She is still quite weak and has backache and headache. During her marriage she tried working again but was forced to give it up because of her health.

Mrs. D'Amicci's father had been ill for quite a long period of time and this has been a great strain on her. She says she had many spells of illness and despondency after returning home from caring for him. His death has been a severe blow to her. Before her father died there would have been no possibility of living arrangements with her mother and sisters because of the great care the father needed and, naturally, this week they have not felt able to work out what their future plans will be. It is possible that some arrangements can be made with them in the near future.

Mr. D'Amicci feels that it would be foolish for a woman in her present state of mind to move right into the home where her father died. The family is all distraught with grief. He wishes to keep her away from this until she has time to recover. They could not make any living arrangements with his family because there is no room in the house.
Dr. ---- has been asked to write the draft board, giving information on Mrs. D'Amicci's condition. You should receive this within the next few days.

Mr. D'Amicci feels that his occupation may have some bearing on his deferment as he has worked for ten years repairing and overhauling machinery in the ---- Mill.

In this situation we see how the draft problem becomes super-imposed upon a family tragedy, and is more than the rather delicate wife can meet all at once. No permanent deferment is requested, since the husband expresses belief that the situation will be greatly changed in a short time, as soon as the family has been able to adjust itself after its loss. He shows a great deal of stability and understanding and sees, even in the upset condition of the family, the resources for solving the problem satisfactorily if a

person and has never been very strong. Last June she had a miscarriage and the doctor suggested that she take it very easy for six months. She is still quite weak and has backache and headache. During her pregnancy she tried working again but was forced to give it up because of her health.

Mrs. D'Amicor's father has been ill for quite a long period of time and this has been a great strain on her. She says she had many spells of illness and despondency after returning home from caring for him. His death has been a severe blow to her. Before her father died there would have been no possibility of living arrangements with her mother and sisters because of the great care the father needed and, naturally, this week they have not felt able to work out what their future plans will be. It is possible that some arrangements can be made with them in the near future.

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little time is given. The wife, overcome with grief, cannot cope with this additional loss, and so is hardly brought into the discussion at all, and the information is gained from the draftee in a separate interview to lessen the impact upon her of this second difficulty. So, here we have an acute emotional problem, and the information gained could give little which was of permanent enough value for the board to make a final decision. Here the economic problem did not even enter.

These examples of the reports, giving the situation revealed in the investigations, have presented the following types of problems, in this order:

Case 1 - Temporary financial
Case 2 - Temporary physical, economic; continued service
Case 3 - Temporary dependency of a minor, and a mentally ill person; - continued service
Case 4 - Revealed chronic problem of a low grade family
Case 5 - Physical dependency of parent strong family bond
Case 6 - Economic dependency of mother and strong emotional tie
Case 7 - Long time emotional
Case 8 - Temporary emotional

Through this presentation some of the simpler techniques have been mentioned, and some analysis of the types of problems and the relationships established, and the interpretation attempted and accomplished. It should be stated again that the letters published here are the only records available of the contacts, so that the actual discussion of tech-

little time is given. The wife, overjoyed with relief, cannot cope with this additional loss, and so is hastily brought into the discussion at all, and the information is gained from the drafted in a separate interview to lessen the inhibit upon her of this second difficulty. So, here we have an acute emotional problem, and the information gained could give little which was of permanent enough value for the board to make a final decision. Here the economic problem did not even enter.

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Case 3 - Temporary dependency of a minor, and a mentally ill person; occasional service
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Case 7 - Long time emotional
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Through this presentation some of the simpler techniques have been mentioned, and some analysis of the types of problems and the relationships established, and the interpretation attempted and accomplished. It should be stated again that the letters published here are the only reports available of the contacts, so that the actual discussion of each-

niques and relationships is not always very clearly known except in such cases as were actually handled by the writer.

Another phase of the problems revealed in these investigations was studied. That is the question of the relation of these problems to the war situation. Three categories were set up; war-born, war aggravated and war-revealed. These are terms whose meaning may vary so that they should be described as they apply to this situation. "War-born" was limited to contain those cases in which there was no problem beyond the normal things met by every family in every day life, until the immediate problem of the drafting of one member entered the picture. There were found to be thirty-two of the seventy-four families which seemed to fit into this. In seven cases the situation was felt to be "war-aggravated" - a problem existed which the family was working to solve when the possibility of the entry of one member into military service was added to complicate matters more, and possibly to almost wipe out the solution toward which the family was working. The last category, that of "war-revealed", is only slightly larger than the first, as it contains thirty-five families. These comprise families in which there was some problem, varying in seriousness, with which the family was dealing. The draft investigation revealed this to groups in the community which would not have known of its existance, but the drafting of one member of the family would make little difference in the problem or its solution. It would have

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been met in the course of that family's existence, and not known beyond their immediate circle if this investigation had not revealed it.

An example of the specific types of problems in each category is as follows: The bulk of those in the group of war-born problems are families where there is a natural dependency relationship upon the wage-earner who is about to be called into the service. For many reasons there is no one to take his place, and the allotment (still the early, small amount) would not be sufficient to meet the family needs. In these cases there was no problem until the wage earner was called.

There is more variety in the kinds of problems found in the second category, war-aggravated, but an interesting problem found here is that of the family in which the young wife was a tuberculosis suspect. She was following to the letter every suggestion of the tuberculosis clinic, for she lived in terror of the disease which had within the last year killed her two young brothers. She had a baby a few months old which was her greatest joy, and there was a very strong and happy home there. Because of her physical condition there were many things about the home which she could not do and upon her husband fell these duties. The health problem was ever present in this home, and the fear of the disease was a great factor in the wife's adjustment to any situation. These things were extremely aggravated by the possibil-

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ity of the husband's entry into the service, as no other living arrangement seemed available that would meet her needs.

The last category, war-revealed, has a great many cases which follow the pattern of this example. There is some physical problem, such as an operation required by the wife or child, or some incapacity, which things are being cared for by the family with no particular difficulty. There are resources sufficient to handle it, and the presence or absence of the person in question for the draft would not make a great deal of difference. The problem would have been taken care of in the round of everyday life and would not have been uncovered except for the draft board investigation, so that no particular change occurs as it would probably be handled in the same way after the investigation. Occasionally a more serious problem is revealed and community resources are suggested to the client that he had not known of before, thereby enabling the case to be handled more successfully because of the investigation. In some of these cases continued service is requested.

With this last classification the chapter on the case study of the referrals by the draft board for investigation is closed. We have seen the types of problems revealed, the experience in this field of other agencies; the analysis of sample cases, and the relations of the problems found to the war situation.

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CHAPTER V

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

The study of investigations for selective service boards in Lawrence, Massachusetts, covered the period from March 14th, 1941, to January 1st, 1944.

The selective service system recommended that the local boards use local social agencies in gaining information which might help them in making fair decisions regarding requests for deferment. The Family Welfare Association of America felt this to be an important service, and aided its member agencies by studying the meaning of this, and the possibilities it entailed, then making suggestions as to policy and procedures to make the work most satisfactory and effective. Although this presented a picture of exceptional cooperation and understanding of each other's function on a national scale, the study of local situations did not show that this relationship was carried through into practice consistently. In Lawrence the relationship could be described as well developed with only one board of the three in Lawrence. The questionnaire to Massachusetts agencies brought replies that only fifty percent of the agencies had any relationship with the boards for dependency investigations, and only two of the fourteen agencies which replied described the relationship as worthwhile from any point of view. From this it may be con-

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SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

The study of investigations for selective service boards in Lawrence, Massachusetts, covered the period from March 1st, 1941, to January 1st, 1944.

The selective service system recommended that the local boards use local social agencies in gaining information which might help them in making fair decisions regarding requests for deferment. The Family Welfare Association of America felt this to be an important service, and aided the member agencies by studying the meaning of this, and the possibilities it entailed, then making suggestions as to policy and procedures to make the work most satisfactory and effective. Although this presented a picture of exceptional cooperation and understanding of each other's function on a national scale, the study of local situations did not show that this relationship was carried through into practice completely. In Lawrence the relationship could be described as well developed with only one board of the three in Lawrence. The questionnaire to Massachusetts agencies brought replies that only fifty percent of the agencies had any relationship with the boards for dependency investigations, and only two of the fourteen agencies which replied described the relationship as worthwhile from any point of view. From this it may be con-

cluded that there is much work to be done in the interpretation of the value of social work to the professional men of the community who make up the draft boards and do much in shaping community opinions. The efficiency of the agency program might be questioned to learn if it were flexible enough to adjust to this demand, and fitted to give service. The agency policies on participation in community activities may have been undeveloped; and the continuous process of interpretation of function, services and values may have been neglected. Since these conclusions are possible, the recommendation would follow that at the present time, when resources are being drained to the utmost, it is well for social agencies to analyze the values they have to offer to the community in a stepped up war-time program, to re-vamp those which do not seem in most workable order, and then to make known these services in the most understandable way to the most people. It needs to be recalled to everyone's attention that each contact made in the community is an opportunity for interpretation, and should be made of use.

In considering these things, both the Lawrence City Mission and the Catholic Charities Center of Lawrence, had found a very fruitful experience with local board Number 80. The requests for service have come continuously from that board since the relationship was established early in 1941. The agencies have attempted to adjust their programs to give time for this, and their attention to giving the most effective

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In considering these things, both the Lawrence City Mission and the Catholic Charities Center of Lawrence, had found a very fruitful experience with local board Number 30. The requests for service have come continuously from that board since the relationship was established early in 1941. The agencies have attempted to adjust their programs to give time for this, and their attention to giving the most effective

help possible. In return, they have found the opportunity to widen agency friendships and contacts in the community most helpful. The recommendation might be made here that a renewed attempt at establishing a relationship with the other boards would seem in order. In a small degree this has been done through talking with the chairmen of the other boards regarding the services the agency has to offer registrants. Further steps might be taken here.

Study of the group of seventy-four cases investigated by the Lawrence City Mission during this period showed that fifty were new contacts in which the introduction of the agency and some interpretation of social work services were accomplished. In sixteen cases there was a renewal of an old contact with the agency, and in three a service relationship was established. In one case treatment was accomplished in the interview; in one an opportunity was felt to have been passed by; and in three any agency service was rejected. These figures present a picture of contacts which were valuable to the agency in building community understanding in seventy-one out of seventy-four cases, a percentage very high, and in an important phase of agency work.

Experience in this type of service emphasized the need for considering case work technique in this new relationship with people. Elements of both the process used in continued service and brief service cases were naturally present.

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Experience in this type of service emphasized the need for considering case work techniques in this new relationship with people. Elements of both the process used in sustained service and brief service cases were naturally present.

The search for strengths, when all the clients can discern are weaknesses, is particularly applicable in these interviews. This service has a striking kinship with the new venture made in many agencies; the counselling service, which reaches a new group of people who are on a somewhat higher economic level and social status than those who are already acquainted with the services of the agencies. Because the worker enters at a period in the life of a family when its normal course is threatened with disruption, it appeared a valid thing for the worker to have some treatment goals in view, although he enters not at the request of the client, but at the request of the draft board. Experience showed that in the majority of interviews after the establishing of understanding, the family was glad to talk over the situation, and found it helpful in making the adjustment required of them. The good will toward the agency which is built up here may be revealed in two ways; either in the return of the person to the agency for service; or in a greater willingness to support the agencies' work in the community. In this service there is one detail which is of major importance if the work is to be helpful both to the agency and the board, and is not to endanger the future work of the agency in the community. The role of government authority is foreign to family agencies and so is that of judge. If the agency becomes known as a place where it is decided whether or not a man is to be granted deferment,

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its regular services will be tremendously handicapped. It is the responsibility of the worker to make very clear the affiliation with the agency and with the draft board, and the meaning of the investigation and its purpose. If this is not done, the work cannot be successful over a long period of time. One agency, which felt this clarification of role to be impossible, withdrew its services to the local boards. It may be concluded that failure to give attention to this phase is disastrous, and so the recommendation is made that each agency engaged in such service take the time to study their approach to the situation, and the manner of presentation which will insure the best results. The Family Welfare Association of America has given a great deal of attention to this point in the statement of policies.

In the crisis of national life when the time, talents and energies of every man are needed, the nation becomes acutely aware of and concerned over certain problems which have plagued it for years. Many of these problems lessen the amount of manpower available for military service and industry. Such problems are revealed in many of the investigations of requests for deferments, because they are the reasons for the necessity of the request. This survey of them may help to understand the needs of the community, which are still unmet, and the things of which social agencies and those active in community life need to become aware and thoughtfully

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active. The major problems revealed were first, health and second, economic insecurity. Government and private groups have produced much dats and many plans on the need for low-cost medical care. It seems, however, that this information has not sifted down to the local community sufficiently to create action there in any intelligent and united way. The study of these families reveals that almost no family is without some relatively serious condition of mental or physical illness, and many of them find it impossible to afford adequate care. There is then, a responsibility in each community to study its own resources, and make some attempt to make available better health services.

The problem of economic insecurity has probably existed since the first man, and can never be completely solved by even the most ingenious plan. But as the economic system is studied, planned and molded, it must take into account above all else the need for opportunity to establish an adequately secure basis for economic existance. The support of the aged and those physically or mentally unable to support themselves provides one of the largest community problems, and is still very inadequately solved. Wider consciousness of this, and study of the needs and possible plans is another of the community responsibilities which it should be stimulated to meet.

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emotional ties which would not allow for adjustment to reality. It is in this field that case work agencies and mental hygiene clinics attempt to serve. Here fall many problems to the solution of which man has not yet found a clue. But many of them could be aided if the services of the agencies mentioned were known, accessible, and properly interpreted. These needs outline a full program of work for the field of social work and mental hygiene on both national and local levels. Education, expansion, and analysis of the services needed are basic approaches which would help to alleviate this problem.

The needs of those in the last category (desire to escape military service) might also be aided by the resources mentioned above, for there may be a need for adjustment to reality in those who attempt to avoid military service.

These problems were classified according to their relation to the war situation. Of the seventy-four cases, thirty-two seemed caused by the war, in that the removal of the draftee created the problem. The remaining forty-two problems existed before the war, and so at least this number were the responsibility of the local community in normal times also. Of the forty-four, seven had problems which were aggravated by war time conditions, and the rest were merely revealed by the investigation, but were not markedly affected by the war. In other words, the problems of the community

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as represented in this group of cases have been substantially increased by the war situation, but a large number of them, and these the most serious and of long standing, existed before the war.

There seems revealed in the study of relationships of a local family agency to the local draft board a possibility and an opportunity for local agencies to contribute to the effectiveness of the nation's defense, while at the same time increasing the effectiveness of their work and the interpretation of their services to the community.

Then, because of the problems revealed in the study, there comes a challenge to the local agency to study the problems of the community and to accept its responsibility for leadership in social action.

Approved,

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SCHEDULE

Name ..... Address.....

Draft Board ..... Date Referred by draft board .....

Dates of subsequent contacts .....

1.What reason is given as request for deferment is made?.....

.....

2. Is the request for deferment temporary or permanent?.....

3. Does the study reveal any of the following problems?.....

a. Economic .....

b. Health .....

1. Mental .....

2. Physical .....

c. Emotional .....

1. Related to parents .....

2. Related to siblings .....

3. Related to wife .....

4. Related to children .....

d. Desire or need to escape military service .....

.....

4. Relation of problems to war situation:

a. War-born .....

b. War-aggravated .....

c. War-revealed .....

5. Has family previously been known to a social agency .....

a. City Mission .....

b. Other .....

SCHEDULE

Name ..... Address.....

Draft Board ..... Date Referred by draft board .....

Dates of subsequent contacts .....

1. What reason is given as request for deferment in each?.....

.....

2. Is the request for deferment temporary or permanent?.....

3. Does the study reveal any of the following problems?.....

a. Economic .....

b. Health .....

1. Mental .....

2. Physical .....

c. Emotional .....

1. Related to parents .....

2. Related to siblings .....

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4. Relation of problems to war situation:

a. War-born .....

b. War-aggravated .....

c. War-revealed .....

5. Has family previously been known to a social agency .....

a. City Mission .....

b. Other .....

6. Was there continued service by the City Mission after D.B. investigation .....

7. Was there a later re-investigation .....

Status of problem at review .....

8. Is the case currently active with any community social agency or institution .....

Catholic Charity Bureau .....

City Mission .....

S. P. C. C. .....

Red Cross .....

Salvation Army .....

Tuberculosis League .....

Hospitals .....

Clinics .....

Others .....

.....

9. Are there community resources available for aiding this problem ..... What .....

10. Was there a relationship established which was meaningful, and paved the way for future contact if the occasion arose ..

.....

11. Comments .....

6. Was there continued service by the City Mission after U.S. investigation .....

7. Was there a later re-investigation .....

Status of problem at review .....

8. Is the case currently active with any community social agency or institution .....

Catholic Charity Bureau .....

City Mission .....

E. P. C. C. .....

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